ETECH Employee Handbook

Congratulations! You have joined a special company with a special heritage. Our service is unique and defined by valued relationships with our customers and each other.

<u>The Human Resources Policy Manual is designed to serve the following needs</u>:

- To provide access to pertinent resources necessary for successful employment.
- To foster communication and promote understanding between leaders and their employees.
- To provide a review of ETECH's human resource policies, procedures, and benefit programs.
- To assist in the development of sound and consistent human resource practices and resources.

ETECH reserves the right to modify, interpret, revoke, suspend, or separate any of the benefits, policies and procedures described in the Handbook, in whole or in part, whether published or unpublished, at any time, with or without advance notice. No verbal statements or representations can change the contents of this Handbook. All changes are made through the Company's sole discretion, without having to give cause or justification or consideration to any employee.

This handbook is not intended to create, nor is it to be construed as creating, a contract between the Company and any one or all its employees. This handbook does not guarantee any fixed terms and conditions of your employment. Your employment with the Company is at-will.

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OVERVIEW OF ETECH EMPLOYEE HANDBOOK (India)

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INTRODUCTION

A BRIEF HISTORY:

Initially our company was a division of L. M. Berry & Co. in June of 1997. L. M. Berry & Co. is one of USA's leading telephone directory advertising firms, head quartered in Dayton, OH. We have incorporated the best characteristics that define The L. M Berry & Co. culture into ***ETECH*** heritage. ***ETECH*** became incorporated in June 2003. From our modest beginning, ***ETECH*** has grown to more than 3600+employees thriving in one of our state-of-the-art contact centers located in Nacogdoches, Lufkin, Rusk, Dallas, and San- Antonio in Texas; Palm Beach in Florida; Montego Bay in Jamaica; and Vadodara and Gandhinagar in Gujarat, India. ***ETECH***'s industry-leading customer interaction centers represent a collection of talented people that work together to create and maintain quality, long-term customer relationships.

ETECH **is comprised of several divisions:**

- ETECH Call Center Division
- ETECH Insights (EI)
- Enterprise Technology Solutions (ETS)
- Effective Software Solutions (ESS)

VISION STATEMENT:

To make a remarkable difference for each other, our customers, and within our communities.

MISSION STATEMENT:

ETECH is a servant leader organization providing superior customer experiences and innovative solutions which enable our clients to build stronger brands, strengthen customer relationships, and gain market share. Etech provides service as a solution; handling customer contacts, delivering business insights through Etech Insights and technology solutions through Etech Technology Solutions (ETS).

STRATEGIC FOCUS AND VALUES:

ETECH**'s** strategic focus is within the Call Center and BPO industry. ***ETECH*** has enjoyed a proven record of superior performance and quality in all inbound and outbound sales channels, customer service, tech support, web chat, and BPO processes. Due to a long history of increasing efficiency and reducing costs, ***ETECH*** is recognized as a Tier One preferred provider for several Fortune 500 organizations. High standard for quality is what makes ***ETECH*** a vendor of choice.

ETECH KEY PRIORITIES:

Each member of the ***ETECH*** team is expected to understand the key priorities and focus their energies toward each priority.

DRIVE SUPERIOR RESULTS

- We strive to exceed expectations in the delivery of sales, service, and quality results.
- We deliver our results practicing the highest ethical standards and integrity.

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DELIGHT OUR CUSTOMERS

- The customer experience with ***ETECH*** is special. Each customer is treated to a quality experience with ***ETECH*** – regardless of size or type of a program.
- We treat our internal customers with courtesy and respect. We work together to overcome obstacles and achieve new successes.

PROTECT AND ENHANCE OUR BRAND

- Our brand is a verbal or non-verbal statement describing what people remember about us after interacting with us.
- The brand is also a personal statement describing what people take away from interactions with another individual. This can also be thought of as an impression of another person.

DEVELOP OUR PEOPLE

- ***ETECH*** is comprised of individuals from different backgrounds and experiences, each adding their own strengths to the organization. We strive to coach and develop each employee to be successful in whatever role they fill.
- We work hard at creating a positive and encouraging environment which allows us to say, "***ETECH*** is a great place to work!"

CHARACTER COMMITMENT DEFINITION:

We believe that if we focus and strive to be good stewards of our decisions, we will shine as a team and the results would be because of our character.

❖ Integrity	❖ Teamwork
❖ Valuing People	❖ Accountability
❖ Communication	❖ Vision
❖ Adaptability	❖ Humility
❖ Creativity	❖ Teach-ability
❖ Positive Influence	❖ Courage

INTEGRITY:

ETECH defines INTEGRITY as doing what is right, being trustworthy and truthful. An ***ETECH*** employee is expected to consistently do what they say, use their power ethically, work diligently, and pursue excellence. A person with INTEGRITY will do the right thing even if those around them do not. Remember, your actions speak louder than words.

VALUING PEOPLE:

An ETECH employee who is committed to respecting and honoring others; demonstrates emotional intelligence. By holding others accountable in a positive and nurturing way, one shows that they truly VALUE PEOPLE. A person who VALUES PEOPLE will put others' needs before their own. By developing and encouraging those around you, people will feel VALUED. Remember the Platinum Rule to treat others as they wish to be treated. This can only be accomplished if a personal relationship exists.

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TEAMWORK:

ETECH defines TEAMWORK as being committed to working as a team to solve problems and resolve conflict. An ***ETECH*** employee exhibits TEAMWORK by demonstrating loyalty and taking time to encourage others.

ACCOUNTABILITY:

ETECH defines ACCOUNTABILITY as having self-discipline to work effectively and efficiently and being results-focused. Blaming others is not a response for those who claim to be personally ACCOUNTABLE.

COMMUNICATION:

ETECH defines COMMUNICATION is the activity of conveying information through the exchange of thoughts or messages; as by speech, visuals, signals, writing, or behavior. An ETECH employee must be committed to attentively listen to others and have intentional conversations. ETECH employees ask purposeful questions, resolve conflict quickly, and freely provide information and knowledge. Being deliberate, transparent, and honest in communication is an integral part of COMMUNICATION.

VISION:

ETECH employees always look forward toward the "big picture" of the company show VISION. They do this with discernment, wisdom, focus, and determination.

ADAPTABILITY:

ETECH defines ADAPTABILITY as being flexible and willing to positively and purposefully introduce, embrace and patiently lead the way through change. An example of ADAPTABILITY at ***ETECH*** is showing willingness to change campaigns or schedules in order to meet the company business needs.

HUMILITY:

ETECH defines HUMILITY as being sincere, transparent, open and honest. An employee who can admit imperfection and has a need for others to succeed shows HUMILITY. An example of showing HUMILITY at ETECH is accepting responsibility when goals aren't met and creating solutions to overcome challenges.

CREATIVITY:

ETECH defines CREATIVITY as purposefully seeking ways to think outside the box to solve problems; finding new and resourceful ways to make processes better; and encouraging others to brainstorm, think creatively and share their ideas. An employee who consistently looks for solutions to problems is one who thinks CREATIVELY.

TEACHABILITY:

ETECH defines TEACHABILITY as being teachable; accepting feedback and instruction; taking personal responsibility; and seeking knowledge and competence. Those who are committed to life-long learning exhibit TEACHABILITY.

POSITIVE INFLUENCE:

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An ETECH Employee displays POSITIVE INFLUENCE through attitude and behavior. One exhibits POSITIVE INFLUENCE by being enthusiastic and passionate; having fun and laughing; and being high-energy and approachable. These employee's model personal warmth and manners; and look for the positive in each person and situation.

COURAGE:

ETECH defines COURAGE as taking risks boldly; making decisions confidently; taking initiative; and having resilience and security during tough times. An ***ETECH*** employee displays COURAGE when they address disciplinary issues. An employee, who practices what they preach and always does the right thing even when it is not the most convenient, shows COURAGE.

ETHICAL CONDUCT:

Our company maintains a strong and positive reputation for ethical conduct within industry. In its short history, ***ETECH*** has earned a reputation as delivering world class results while daily ***"playing by the rules"®***. To continue to safeguard this reputation, employees must understand their roles and responsibilities when encountering inappropriate behavior(s). All employees are required to notify proper Company officials when violation of Company policies and standards or laws are observed or suspected. **Failure to report a violation is itself a policy violation.** To the maximum extent possible, all information will be treated in a confidential manner, and the identity of the reporting employee will be protected. Involvements in wrongdoing or valid discovery orders from courts or regulatory agencies are examples where confidentiality might not be guaranteed.

UNIONISM:

ETECH leadership believes a union would be detrimental to all of us because it would reduce the flexibility and efficiency that contributes greatly to both the success of ***ETECH*** and the growth goals of individual ***ETECH*** employees. Working directly together – without a union – has proven beneficial and effective, and we believe it is the best way to continue for the future. Most ***ETECH*** employees agree since historically, that they have not felt the need for a union in their quest for job security, job satisfaction, and good economic benefits. Our Company hopes ***ETECH*** employees will continue to feel the same way and, in turn, continue its pledge to treat employees fairly, with dignity, and to make Company and employee goals as compatible as possible.

DIVERSITY EQUITY AND INCLUSION (DEI):

ETECH is committed to providing equal opportunity in all aspects of the employer-employee relationship including recruiting, hiring, upgrading and promotion, conditions and privileges of employment, training compensation, benefits, transfer, downgrading, demotion and Separation of employment without unlawful discrimination because of race, color, religion, national origin, sex, age, veteran status, physical or mental handicap. This policy applies to conduct in the workplace, at Company functions (on location or off location), in all employment relationships and protects employees at all levels and positions within the Company. If you feel you have experienced some form of discrimination or harassment, you should contact your immediate leader or the Human Resource Manager immediately.

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THE BENEFITS:

OUR EMPLOYEES ARE OUR MOST VALUABLE ASSET
We are committed to a comprehensive employee benefit program that helps our employees feel secure and maintain a work-life balance.

FEEL SECURE:
A. Group Mediclaim
B. Employee State Insurance Corporation Program
C. Provident Fund Program with Voluntary Provident Fund (Optional)
D. Labor Welfare Fund

WORK/LIFE BALANCE:
A. Leave Benefits
B. Referral Bonus
C. Etech Career Opportunities
D. Tuition Reimbursement
E. Internal Job Opportunities
F. Employee Engagement Teams
G. ETECH Mart Incentive Program
H. TM Web India

OTHER BENEFITS:
A. Gratuity
B. Attendance Bonus (Refer Addendum)
C. Employee Transport Facility
D. Canteen Subsidy and Meal card (Optional)
E. Incentives as applicable
F. Loyalty Bonus
G. Corporate National Pension Scheme (Optional)

NOTE: The benefits mentioned in this section, are subject to differ from campaign to campaign. Please contact your immediate supervisor/HR department to know further about any of the benefit mentioned above.

FEEL SECURE

A. GROUP MEDI CLAIM:

ETECH believes in taking the utmost care of its employees thus Group Medi Claim benefit was introduced to take care of employees even during their sickness.

Eligibility / Enrollment: The employee will automatically get covered after successful completion of 180 days of continuous service with the company.

Details of Sum assured: The Employee will get coverage for a sum insured of Rs. 3,00,000 per annum. It is a corporate health insurance policy.

- Coverage Details: Under family floater policy, Employee, spouse and up to 2 children will get coverage. Employee would require to share details within 30 days in case of change in marital status or addition new born baby. Insurance coverage will start only after submission of details

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to HR. If an employee fails to submit details of newly added family members within 30 days, Etech will not be able to add them in the middle of the year and employee will not be able to claim for family members. Newly hired TMs need to provide family details at the time of Induction, and they will automatically get covered once the employee completes 180 days.

How to Claim: Once an employee becomes eligible for Group Mediclaim then s/he will be issued a Cashless Medicard. Employee should take care of this card and always keep it handy. This card can be utilized in case of hospitalization. In case of any medical emergency an employee should get in touch with local HR employees and update them about the situation. All medical documents, Reports, Bills, Prescriptions of treatment should be submitted to HR team for claim in case of reimbursement.

Condition for Reimbursement: Employees would be entitled to be covered under Group Mediclaim insurance plans for subsidized domiciliary treatment, hospitalization and accidents. An employee can utilize this benefit only after having hospitalized for at least 24hours. The details of insurance plans are available with the Human Resources Department.

B. EMPLOYEE STATE INSURANCE CORPORATION PROGRAM:

ETECH participates in the Employee's State Insurance Corporation Program.

Contribution: As per ESI Act, employee has to contribute @ 0.75% per month of total earning in the month and company also contributes @ 3.25% per month of respective Employees total earning in the month.

Permanent ID card: An employee falling under the benefits of ESIC would be issued a Temporary ID card from ***ETECH***; however, it would be an employee's responsibility to get Permanent ID Card issued by ESIC authorities.

Eligibility: The Employee whose gross salary is less than or equal to Rs. 21,000 per month will be covered.

This includes employees whose gross salary is less than or equal Rs 21,000 when part time. The eligibility clause to avail these benefits will be as per government's rules and regulations.

Coverage: ESI benefit covers Employee, Employee's dependent Parents, Spouse, and minor dependent children's all medical concerns.

C. PROVIDENT FUND PROGRAM WITH VOLUNTARY PROVIDENT FUND (OPTIONAL):

ETECH participates in the Provident Fund Program.

Contribution: The Employee has to contribute @ 12% of their Basic component of salary break-up. The company will match the percentage i.e., 12% of respective employees basic. However, from company's share, 8.33% will go to the Employee Pension Scheme and remaining 3.67% will be credited to the Provident Fund which adds up to the employer's 12% contribution.

Ineligibility: If an Employees leaves within first 6 months of tenure with ***ETECH*** or have not contributed consecutively towards PF for more than 6 months, then employee cannot withdraw the Pension Fund money (Which is an accumulation of company's 8.33% of total 12%).

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An Employee can withdraw her/his accumulation from the Provident Fund or alternatively they can transfer their accumulation to new employer on completion of the process. An Employee has to register online on EPFO portal with UAN number as User ID to know the PF balance, to withdraw or transfer PF amount to new employer.

Mandate from EPFO:
To complete the KYC by uploading the Aadhar Card, Pan Card and Bank details by the employee.
To complete e-nomination by logging in to EPFO portal. Kindly reach out to HR team to know and understand more.

Voluntary PF:
If you are looking for a long-term investment option with high returns and low risk factor, you can opt for the Voluntary Provident Fund of VPF. Managed by the Government of India, this scheme offers tax benefits to the applicants.

- How to Open VPF Account: You can enrol in VPF Accounts at any time within the financial year. Ideally it is advisable to start a voluntary provident fund scheme at the beginning of the financial year. This helps in better tax forecasting & financial planning for both employee and employer. However, the responsibility remains with employees to get this done by simply informing his/her employer. You can reach out to Etech HR Team for enrolment.

- **Maximum and minimum amount that can be invested in VPF:** Does not include the mandatory 12% Percentage of VPF willing to contribute (Min 8% & Max 88% of Basic)

- **Lock in Period:** 5 Years**.** If the withdrawal happens before the 5-year minimum tenure, then tax will be applicable on the accumulated maturity amount. Once the employee resigns or retires from the employment the final maturity amount is paid to him.

- **Tax benefits:** Under Section 80C of the Income Tax Act, 1961, employees are eligible for tax benefits of up to Rs.1.5 lakh. The interest that is generated from these contributions is also exempt from tax. Please note that under New Tax Regime, tax benefit is not available

- **Transfer VPF:** The account can be transferred from one employer to another upon changing jobs.

- **How will it get taxed?** For an individual in the higher tax bracket of 30%, the interest income on contribution above Rs 5 lakh would get taxed at the same marginal tax rate. What this means is that if an individual contributes Rs 5.5 lakh every year to the provident fund (including the voluntary PF contribution) then the interest on his contribution above Rs 5 lakh —that is, Rs 50,000 — will be taxed. So, the interest income of Rs 4,250 (8.5% on Rs 50,000) will be taxed at the marginal rate. If the individual falls in the highest tax bracket of 30%, he will have to pay tax of Rs 1,325

For more information, please contact HR Department

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D. GUJARAT LABOUR WELFARE FUND:

Labour welfare Fund (LWF) is a statutory contribution managed by states. States are also responsible for deciding contribution rate and frequency of LWF. The LWF contribution, periodicity and rules differ from state to state and standard of living of employees. Below is the Gujarat State Periodicity and contribution rate.

Periodicity	Half Yearly
Contribution Month	June and December
Employee Contribution	Rs. 6/-
Employer Contribution	Rs. 12/-

WORK/LIFE BALANCE

A. LEAVE BENEFITS

Leave benefit is provided to employees to take care of their social commitments, personal commitments and health related concerns.

Note: Attendance Bonus cannot be claimed for that particular month if any of the below leave is availed.

ETECH allows following types of leave to its employees:

Sr. No	Leave Type	No. of Days
1	Privilege Leave	18
2	Sick Leave	7
3	Casual Leave	7
4	Maternity Leave	180
5	Leave of Absence	Unpaid /Paid Holiday
6	National Holidays	3
7	Flexi Festival Holidays	6
8	Funeral Leave	Up to 6

Note: To avail any of the above mentioned leave, it is mandatory to have immediate supervisor prior approval, else it will be considered as a leave without pay followed with strict disciplinary actions up to and including self-termination.

PRIVILEGE LEAVE:

An employee is entitled to **18 days** annually of Privilege Leaves (PL).

After successful completion of the probation period, all accrued Privilege Leaves will be deposited in employees leave balance and employee can avail their Privilege Leaves. The Privilege Leave calculation made on pro rata basis from the date of joining the company and will be credited to the employees' leave account.

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PL's are ideally encashed annually when an employee completes annual attendance cycle. PL's are also encashed at the time of separation from the company if it is deemed that the employee followed the correct company policy in providing notice of their intent to separate their employment.

In situations, when the workflow from client is not there or client declares a holiday on a specific date, then those days will be considered as a HL subject to the approval from Director.

SICK LEAVE:

Sick leave of **7 Days** is available to employees who have successfully completed the probation period.

- In case of Sick Leave for 2 days or more, employee needs to have the medical certificate sent to the leader for approval of further leave.
- Employee must submit a **Medical Certificate** to their leader within 24 hours of resuming work to avail Sick Leave, failure to submit a medical certificate will result in an **Unpaid Leave**.
- Medical certificate is compulsory and must be certified by registered Medical Practitioner for an Allopathic / Ayurveda / Homeopathic treatment. Failure to submit proper medical certificate will result in an **Unpaid Leave**.
- In case of uninformed Sick leave for 2 days, company has the right to proceed with **NCNS** procedure.

Employees can be granted sick leave in case of sickness of any family member who is dependent on her/him on production of medical certificate regarding sickness.

The employees can accumulate SL for the span of 3 years; employees for whom SL encashment option is not available can accumulate and utilize the SLs within the span of 3 years.

CASUAL LEAVE:

Casual leave of **7 Days** is available to employees who have successfully completed the probation period.

After successful completion of the probation period the Employee can avail their Casual Leave. Casual leave must be utilized during the current year and cannot be carried forward to the next year.

If the absence of an employee is extended beyond the limits mentioned above or if any of the other conditions stated above are not fulfilled, the employee may be treated as if they are on a leave without pay for the entire period of their absence or use their PL to cover the time off as decided upon by Management/Sanctioning authority.

MATERNITY LEAVE

The Management may grant a benefit of Maternity Leave to a female employee for a period of 180 calendar days (including week off and holidays) from the date of its commencement. Such leave shall not be debited to the leave account of the employee and shall not be granted for more than two confinements.

Eligibility: As per the Act, to be eligible for maternity benefit, a woman must have been working as an employee in an establishment for a period of at least 80 days within the past 12 months.

Guidelines for Maternity Leave:

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1. Entitles female employees to 180 calendar days paid leave.
2. These days of leave should be taken only as a Full day leave, and it is advisable that Maternity leave should be availed in one stretch.
3. Requires Doctor Certificate.
4. Females who are eligible for Maternity leave from ESIC, do not qualify for any Maternity leave benefit from ***ETECH,*** even if Maternity benefit is not approved by ESIC.
5. The benefit of Maternity leave can only be availed as per Government of India guidelines and ESIC.
6. Maternity Leave has to be approved by Human Resource Manager of the center.

Nursing Mothers:

1. Employees shall be provided flexible breaks to accommodate breastfeeding or milk expression. A breastfeeding employee shall be provided a flexible schedule for breastfeeding or pumping to provide breast milk for her child. The time would not exceed normal time allowed for lunch and breaks. For time above and beyond normal lunch and breaks, sick/annual leave time must be used, or the employee can come in a little early or leave a little later to make up the time.

2. Staff is expected to provide support for breastfeeding employees.
   Realizing the importance of breastfeeding to the infant, the mother, and the company, staff should provide an atmosphere of loving support for breastfeeding employees.

PERSONAL UNPAID LEAVE OF ABSENCE:

Eligibility:

An ETECH employee who has completed **Six months** of continuous employment is eligible to apply for an LOA

Approval of Unpaid Leaves of Absence:

Employees requesting an unpaid Leave of Absence must submit an application for the Leave of Absence to their immediate leader. The request will then be sent to the second level supervisor. The LOA form will then be forwarded to the HR Department for administrative processing, see below. Approval for the leave must be received either prior to or within (7) seven calendar days from the last day of work or the employee will be terminated. Leave of absence can be requested for medical reason or education purpose. Other than these two reasons, any other reason needs to bring to the notice of HR Manager before application.

IF THE EMPLOYEE DOES NOT NEED MORE THAN 7 CALENDAR DAYS OFF, AN LOA DOES NOT NEED TO BE REQUESTED.

Paid Leaves:

Paid Leaves can be taken during your leave of absence upon the employee's request. Paid Leaves must be requested at the time of leave and can be requested after leave has started for additional paid days but cannot be retro. Leave of absence will begin the day after the last day worked whether Paid Leave is taken or not. Employee may request to use Paid Leave during LOA. The employee can also request to not use the remaining Paid Leave balance while out on LOA.

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Reasons for Leave:

- Reasons need to be approved by your Department Director ***depending on the needs of the business***

Dates of Leave of Absence:

Leaves of absence have specific starting and ending dates. During a 12-month period, the maximum amount of LOA may not exceed **58 calendar days**. It is important to remember failure to return to work or notify the HR Manager at the end of the LOA could result in termination of employment.

Leave of Absence Process:

1. Employee informs first line supervisor (example: sales coach) of need for a Leave of Absence (LOA)
2. All necessary paperwork is provided to employee for completion and recommendation by their first line supervisor and second level supervisor (example: account leader)
3. Completed and recommendations for approval is sent to HR Department for final review and processing
4. HR Department determines what type of leave the employee qualifies for based on reason for leave, tenure with the company.
5. If employee does not qualify for leave, HR Department notifies the Supervisor who in turn notifies the employee to return to work or resign until able to return.
6. If leave is approved, HR Department / Leaders will notify employee by email of leave dates, and any other pertinent information.
7. HR Department / Leaders will perform all ECF requirements. **Company is authorized to restrict the access depending upon the campaign and department requirement.**
8. Once employee has been ECF'd they will continue to report to the HR Department until released to return to work
9. Leaders will follow up with an employee with return-to-work reminder the week they are due to return.
10. Employees out for personal reasons will be allowed to return to work immediately upon letting the HR Department know they have returned.
11. All Return from Leave ECF's will be submitted by the HR Department, returning employee from LOA and back into an active status

NATIONAL DAYS:

ETECH considers the following days as National Days:

Date	Day	Note
26th January	Republic Day	**Working days; to avail leave, take** **Immediate leader's prior approval.**
15th August	Independence Day	
2nd October	Mahatma Gandhi Jayanti	

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Campaigns which has an obligation to operate due to Client request, HOD would have to update Biometrics and HR team at least 15 days in prior with the list of employees who will work on these days. Department and campaigns which are not required to work on National Holiday must take off on that day.

Any employee scheduled to work on these days as per roster who does not report to work shall not be eligible for their attendance bonus for that month. Employees who work on these scheduled days shall be eligible for double pay as per management discretion.

***ETECH* works round the year;** an employee should proactively consult their immediate supervisor to know about their monthly work schedule.

FLEXI – FESTIVAL HOLIDAYS:

All ETECH employees will be eligible for 6 Flexi –Festival Holidays in a calendar year which can be taken anytime throughout the year based on **religious/state festivals** or on their **birthday as well**.

50% of Festival Holidays shall be encashable annually and rest shall get lapsed by end of the year, it be calculated based on an employee annual attendance cycle. 50% of Festival Holidays as per the policy shall also get encashed at the time of separation from the company if it is deemed that the employee followed the correct company policy in providing notice of their intent to separate their employment.

OTHER LEAVES:

Funeral Leave:
Full-time and part-time employees are entitled to up to a maximum of six days off with pay to make funeral arrangements, to attend the burial and/or for the travel to and from the funeral of an immediate family member. The time will be paid at 6 days based on an employee's regular scheduled hours. Immediate family member is defined as mother, mother-in-law, father, father-in-law, sister, brother, child, wife, husband, son-in-law, daughter-in-law, grandchild, grandparent, or great-grandparent. Employees must provide obituary or other information on the deceased to their immediate leader or leadership within thirty days of funeral services in order to be paid.
Attendance Bonus (If applicable) will be affected in case employee is taking funeral leave.

Excused Absences:
Excused absences with pay may be granted to employees to participate in certain company sponsored activities. This, however, requires approval of one's supervisor before committing to participate in the activity.

Holiday in case of Bandh/Strike/Natural calamities:
If a Bandh/Strike/Natural calamities is declared for any reason, the management may decide to declare a holiday if it thinks appropriate.

LEAVE APPLICATION PROCEDURE:

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I. Employee needs to consult and take an approval from their Immediate Supervisor/ AL/ Department Head.

II. While applying for leave, a specific date of return from leave and purpose of leave should be mentioned.

III. An employee shall before proceeding on leave, intimate to the authority granting leave their address during their leave and shall keep the said authority informed of any change in his address, so intimated.

In case of extension, Employee should get in touch with immediate supervisor at least before 1 day of the communicated day of return.

Leave Sanction Authority

Authorization to Sanction of Leave: Authority to sanction leave of an Employee will be as follows:

No. of Days	Sanctioning Authority
Up to 3 days	Immediate Supervisor
More than 3 days	Account leaders/Department Head

Leave Application Terms & Conditions:

i. The employee must inform their immediate supervisor at least one day (24 hours) in advance of any planned leave.

ii. Emergency leave should be communicated to the leader at least 3 hours prior to designate shift start time. Failing to notify their immediate supervisor prior to an absence which cannot be considered an emergency situation, will be considered as a leave without pay.

iii. An employee with continuous absence from duty for 3 working days without notifying their immediate supervisor (No Call No Show) for their need to be absent from the workplace will be considered as having voluntarily resigned their job without notice and following compliance procedures.

iv. During Probation period, an employee is not eligible to take any benefit of leave. Any leave availed during probation period will be treated as an Unpaid leave

v. To apply for a leave, employees are expected to make a **call or personally meet** their immediate supervisor/ AL/ Department head. Text message or message via any social messenger (chat/IM/WhatsApp & Similar) communication will not be considered as a valid medium of communication. Calls from family/friends will not be entertained.

vi. In case of any unscheduled absence, or last moment leave without the approval of Team leader/Account Leader will result in disciplinary action that may lead up to self-separation.

vii. Leave can be availed only when it is approved by the Immediate Supervisor/Department Head. Unscheduled and unapproved leave will result in disciplinary action up to and including separation.

An employee cannot claim leave as a matter of right. When the needs of the company require that the employee be present for work, the discretion to refuse or revoke leave of any description is reserved to the authority empowered to grant it and such authority may recall an employee already on leave when it considers such action necessary in the interest of the company.

Employees are advised to plan their leave schedule well in advance and communicate the same to their supervisor.

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For more details, refer to *ETECH* Employee Handbook Addendum.

B. REFERRAL BONUS

Referral Bonus plan is a scheme which recognizes and reward the effort of an existing ***ETECH*** employees who has helped ***ETECH*** by referring their friends and family. If the referred candidate joins ***ETECH*** and remains an active employee for certain number of days in ***ETECH***, the referring person gets Referral Bonus as per the plan going on at that point of time.

Also, to get this benefit, the employee should remain as an active employee of the organization. Referral Bonus is not applicable to rehired employees. Referral Bonus scheme is not applicable to Domestic Process/Campaigns unless a special scheme is announced and is duly authorized by the AVP/VP. Referral Bonus schemes will vary time to time depending on the business requirements and subject to the approval of AVP/VP.

Employees are advised not to post advertisement about ***ETECH*** Vacancies online/or in any type of print media without permission of Talent Acquisition Leader and HR Manager. If any employee is found guilty of getting into unethical methods of referring people, then ***ETECH*** management has right to discipline the employee by forfeiting her/his referral bonus including and up to Separation.

Any reference that comes through the relative (e.g. Spouse/ Brother/ Sister) of a Recruiter must be forwarded to HR Manager for approval.

Please meet the HR & Talent Acquisition team at your center to know further about the current Referral Scheme.
For more details, refer to *ETECH* Employee Handbook Addendum.

C. ETECH CAREER OPPORTUNITIES:

ETECH maintains several different programs for career opportunities within the Company. These include Tuition Reimbursement Program, Internal Job Posting Program with regular evaluations, and development plans. Information on such programs is available from an immediate supervisor or the Human Resources Manager.

D. TUITION REIMBURSEMENT:

ETECH places a premium on college level education and as such rewards qualifying employees for excellence in the workplace and in the classroom. Requisites for reimbursement of tuition to fully accredited collegiate institutions not including internet classes will be considered.

Approved Courses	Graduate and Post Graduate courses, certificate courses
Approved Institutes	The Courses/Program run by the University Grants Commission or All India Council of Technical Education approved Universities/Institutes only eligible Certificate courses – Should be pertaining to your respective function and is subject to approval from Director/ HR Manager
Eligibility Criteria	Employees who have completed 60 days of employment with ***ETECH***

Requirements to participate in the Tuition Reimbursement Program are:

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- Application for Tuition Reimbursement Program should be made prior to the beginning of the semester for which they are applying.
- Employees must submit the Tuition Reimbursement Application along with the appropriate fees receipts (original and a color photocopy) for classes to be taken and the tuition amount to the Human Resources Department within the first fifteen (15) days after the beginning of the semester.
- If the Employee does not qualify for the Tuition Reimbursement Program, they will be notified Of this decision in writing.
- Full-time employees qualify for 100% tuition reimbursement. Part-time employees qualify for 50% Tuition Reimbursement. ***ETECH*** pays 100% of the eligible reimbursement only upon achievement of qualifying grade (55% and higher or equivalent CGPA/Grade/Percentile).
- For those students on scholarship(s) or grant(s), the total amount of the scholarships and grants will be deducted from the total amount of tuition assistance available. This amount will be the amount available to the student under the provisions of this program.
- The amount of reimbursement received by an employee may not exceed Rs 15,000 or the course fee whichever is the lesser, each calendar year. The approved amount would be disbursed in 12 monthly equated installments.

E. INTERNAL JOB POSTINGS:

It is our belief by providing the right people with solid training and good tools we can accomplish anything. This philosophy is represented in the first of four value drivers at ***ETECH*** Attracting and Growing Great People. This commitment creates a workplace where diverse people and ideas fuel the drive to exceed our client's expectations and provide unmatched service. At ***ETECH***, diversity is about respecting human differences in an environment that empowers employees to develop their unique skills. We believe in promotion from within, our leaders of tomorrow are within our ranks of today.

Please note that all interested applicants should apply for IJP (Internal Job Posting) Online in the application tool. It simplifies the IJP process, making it seamless and efficient for employees to explore new opportunities within Etech. It's a user-friendly interface, where employees can log in to TM web India and access the module for available open positions, submit applications, and track their status – all in one place. User manual with detailed steps to apply online is available under Etech Job Opportunities in TM Web India.

All employment opportunities are posted regularly on TM Web and our ***ETECH*** website. Certain qualifications must be met before an applicant is considered. Requirements include necessary experience and skill set needed for the role, management recommendations, and human resource approval. Candidates will need to be free from any corrective action for the past 6 months from the date of application. Only qualified employees who meet the above criteria may apply online and are expected to follow the specific instructions for the job posting. Employees can consult their supervisor and HR to know further about IJP job profile. It is under the discretion of the immediate supervisor to determine their immediate direct report will meet the qualifications needed. Leaders may decline submitting a career opportunity; however, feedback is provided to the employee on areas of improvement. Areas of improvement could be attendance, attitude, disciplinary actions, skill-set for the role of interest, etc.

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Key points to ponder:

1. Movement from one department to the other is subject to staffing in the department which is going to provide candidate to the department rolling out the IJP. A candidate can be eligible to apply for an IJP only when her/his leader approves their candidature online in the tool which is further reviewed by HR department. Employee has to spend minimum 6 months in a particular department or campaign after getting selected from IJP to re-apply for another IJP which is subject to approval from the respective Leader/ HOD.
2. Employees who have not completed minimum 6 months tenure with ***ETECH*** and employees who are serving notice period will not be eligible to apply for IJP, unless approved by the Human Resource Manager.
3. We encourage all applicants who are keen to apply for any leadership role, to complete Aspiring Leadership Program and EPath Training Programs.
4. The ratio of selection for Aspiring Leadership Program will be 70% from IJP interviews while 30% based on the recommendation received from HOD.
5. While nominating for Aspiring Leadership Program, Employee is given an option to nominate to Epath Programs. Reach out to your supervisor or HR for more information.
6. It is mandatory for all potential employees who were selected for Leadership role to participate in New Leader Assimilation Program as part of their roadmap.
7. Next step, would be to apply for Coaching Tactics Program and get certified as Remarkable Coach. For more updates reach out to LDE team.

F. EMPLOYEE ENGAGEMENT TEAMS:

ETECH encourages employees to participate in activities which are sponsored by the company and range in scope from making the workplace a fun place to work and to represent the company within the community. Four teams have been formed to meet these areas and their mission statements are listed below. Any employee who is interested in being a member of a team should contact their supervisor for further information.

1. **Reward and Recognition Team** - To design, implement and maintain employee's recognition programs which include and motivate all employees.
2. **Community Action Team** - To increase the awareness of community needs to all ***ETECH*** employees, to organize and maintain an effective strategy where the employees of ***ETECH*** can truly make a difference in the community.
3. **Work/Life Balance Team** - To provide information that will enable ***ETECH*** employees successfully balance work and family life; to understand the values and complexity of our employees' lives as a whole and take action to resolve conflicting demands.
4. **Winning Culture Survey Task Force** – Teams will be formed from time to time to resolve the issues and improve on the conditions rated in WCS survey.

G. ETECH MART INCENTIVE PROGRAM

ETECH Mart is one of ***ETECH*** Incentive Programs. It is designed to reward employees for selling products and services for ***ETECH*** customers or special accomplishments. Employees may receive UNIQUE BOUTIQUE's (UB - Points) electronically or in the form of paper money called UNIQUE BOUTIQUE. UNIQUE BOUTIQUEs are used in exchange for merchandise available during ***ETECH*** Mart Shopping Days. The criterion for earning UNIQUE BOUTIQUE's varies quarterly and is based on

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performance. All employees on participating campaigns are eligible for the ***ETECH*** Mart program and UNIQUE BOUTIQUE balance can be viewed on ***ETECH***'s Employee Web. Guidelines:

- UNIQUE BOUTIQUE's are not transferable.
- Should an employee Separate from the company, all UNIQUE BOUTIQUE's which they have in their account are forfeited and pending winnings or orders they have made but not received are forfeited.

H. TM WEB INDIA

TM Web India is an intranet website of ***ETECH***. Employees are encouraged to visit this website regularly to know about various ongoing events in the company. All latest updates about the company are posted on this site. This site carries links to important documents, forms, policies, vacancy details within the organization and many more informational updates.

OTHER BENEFITS:

A. GRATUITY:

Gratuity is a monetary benefit an employee receives from employer in gratitude for the services offered by the employee in the company. Gratuity is paid on separation, when an employee completes 5 or more years of full-time service with the employer (minimum 240 working days per year).

Gratuity of an employee may be forfeited on following grounds:

- If such employee's services are terminated for any act, willful omission or negligence, causing damage or loss or destruction to property belonging to the employer, to the extent of the damage or loss so caused.
- If the employee's services are terminated due to riotous behavior, disorderly conduct or any act of violence, or for any act of moral turpitude – provided such offence has been committed in the course of his employment.
- Gratuity may be withheld by the employer in the event the employee has been separated for losses caused to the employer by the concerned employee's indiscretions in the course of her/his employment.
- Incase of an unfortunate death, employee's nominee would be entitled for gratuity irrespective of the tenure.

B. ATTENDANCE BONUS:

Attendance Bonus is applicable campaign wise or business need. Kindly refer the Handbook Addendum of your respective center which is available on TM Web India.

C. EMPLOYEE TRANSPORT FACILITY

i) Transport Allowance:

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ETECH employees have an option to choose either Company Cabs or to avail Employee Transport Allowance. Employee Transport Allowance will be paid to any Employee not using the company provided Transport facility. This is to ensure that we compensate commuting cost to come to work based on "How far the employee stays from ***ETECH***?" The allowance is based on one way commute and distance. Please note that option to use transport facility is as per the roster shared by Leader's in the beginning of the month with the transportation Coordinator. Employee cannot avail company cabs for random days or for personal needs. Using cab even for a single day will discard your eligibility to receive transportation allowance.

ii) **Cab Facilities:**

Objective and Purpose

The policy and procedure are designed to act as a guideline for transportation. We request employees to use professional judgment when using company provided transport. This policy is designed to accomplish the following key points:

a) Provide Employees with pre-defined scheduled transport facility.
b) Provide Employees with a reasonable level of service and comfort.
c) ETECH provides transport facilities from the residence to the workplace and back, free of cost to all those employees who wish to avail ETECH's Transportation Services. We support and encourage female employees to take benefit of this service.

Eligibility:

a) Employees working from office
b) Transport Status – Yes on ER

Audience:

Employees availing Transportation

Facilitator:

The transportation team will facilitate transportation.

Service Commitment:

a) Allotting pick-up time to the Employees considering shift to ensure that the cabs reach office 15 minutes prior to the shift.
b) Picking up Employees from a pre-defined pick-up point as per the route approved and within the defined radius of the city. Please note that Transport team are solely responsible to define the territory within the city where cabs can be made available for pickup and drop.

Responsibility:

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Immediate Supervisor should complete the transportation change ECF with a valid reason in case employee do not want to avail ETECH Transportation Service. Employees are responsible to satisfy the terms and conditions of this policy. Employees should follow below mentioned Rules and Regulations:

Expectations:

a) Female Employees are not allowed to sit next to the driver / front seat.
b) All the employees are expected to carry their ID cards while travelling in company provided cabs.
c) Employee should not stop the cab while it's on the Pickup/ Drop route, for employee's personal recreational / entertainment purposes. The employee should be using company transport to commute to or from the office. Any personal use of company transport will be subject to disciplinary action including and up to separation from the organization.
d) Employees are not allowed to change the route while commuting. Routes are decided based on the home address submitted to HR and available in company records.
e) The Schedule of route of the pickup and drop is to be decided by the Transportation coordinator of the company and not by the driver / Employee. Employee has to follow the rules set by the Transport Department, in terms of Pick Up & Drop Point, route planning, Pick-up & Drop time planning.
f) Maximum wait time at the pickup point will be for 3 minutes. This must not be the regular practice to ask driver to wait for 3 minutes.
g) Immediate Supervisor need to submit monthly roster before 27th of every month to ensure payroll is adjusted accordingly.
h) In case of an urgent need, change of routes/ shifts shall be allowed only with the prior knowledge of immediate supervisor and with consent from transportation team.
i) Employees are not allowed to sit in the cab under the influence of alcohol, tobacco products or any drug or controlled substance. Consumption of food & Chewing gum is not allowed in the cab.
j) The Employees are requested not to argue with the cab drivers. In case of any problem, contact the Transport Department.
k) The Employee needs to maintain decorum and discipline while availing Company provided Transport facility.
l) Once the Employee boards the cab, the Employee must sign in the list which has been given to the Driver. If one employee signs on behalf of another employee, then the employee who has signed will be subject to disciplinary action.
m) If there are any changes in your transportation status you must notify your immediate supervisor. The transport status can be changed only during the end of the month and not in the middle of the month.
n) We follow the system of last pick up – first drop. Etech provides home drop/home pick up only between 9 pm to 6 am IST, all other Pickups & Drops would happen from a pre-defined Pick up/Drop point only.
o) Wearing Mask is for your self-protection and can be made mandatory as per Government guideline.
p) In case of any concern related to Pick up / drop, reach out to Primary contact or at office number to get immediate assistance

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q) ETECH doesn't hold any responsibility for any road mishaps or untoward incident during the course of journey arising out of usage of personal vehicle

Note: Whenever there are any changes in an employee's contact number or residential address, same has to be immediately updated to the supervisor and address proof of new residential address should be submitted.

Employees who are not availing company's transportation should provide their residential address where they are currently residing while working with ETECH. In case the address details are manipulated, it will attract disciplinary actions up to but not limited to financial punishment and self-termination.

This is not an exhaustive list of Transportation rules & regulations, but a set of expectations from the employee.

To know about your transport allowance slabs, refer to *ETECH* Employee Handbook Addendum.

iii) Transport Application:

To enhance our employee transportation experience, we have a dedicated transport application designed to streamline the transportation process. This aims to provide hassle free, efficient, and transparent commuting system for employees.

- Reduces manual coordination – Automate rosters, tracking and scheduling
- Transparency – Employees can track their rides in real-time
- Improve Reliability – Ensures optimized routes and timely pick ups and drops.
- Boost Safety – Features like SOS alerts and driver details for added security.
- Live Tracking – Gives real time updates on vehicle location and arrival time.
- Feedback & Support – Report issues and share feedback/rating directly through application.

iv) Travelling Allowance for business need and Self Driving Policy:

TA (travelling allowance) on tour is from duty point / residence / headquarters to the duty point at the destination and vice-versa.

Purpose

The purpose of this policy is to set policy and define responsibilities for travel and entertainment expenses that the Company will reimburse to employees.

Scope

This policy applies to all employees of ETECH ("the company")

Policy

It is a company policy to reimburse employees for certain expenses incurred by the employee in the pursuit of company business. The intent of this reimbursement is to cover those expenses

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incurred by the employee over the normal expenses the employee would incur. All expenses must be ordinary, reasonable, necessary, and have a valid business purpose and all business tours should be approved by the Director overlooking the center. This policy comprises of:

Travel, Boarding & Lodging Entitlements for Official Journey within the country.

The eligibility for travelling by specific class of accommodation and the rate of daily allowance is decided with reference to the grade pay of the employee. The grading of employees for journey is according to the pay as tabulated below.

Travel Arrangements

a) All bookings related to travel will be handled by HR team. Ideally request for such Business Tour arrangements should be communicated to HR by mail communication and ideally at least 20 days in advance with approvals.

b) For use of own 2-wheeler / 4-wheeler, it is necessary that the Car/ Scooter/ Motorcycle should have been registered in the name of the staff member, have valid Driving License & Insurance cover. A copy of the related documents to that affect has to be submitted to the office.

c) The use of own 2-wheeler / 4-wheeler is admissible only when the distance (to & fro included) is within 100 kms.

d) The claim for using own vehicle shall be Rs. 8/- per km for Car and Rs. 5/- per km for Scooter / Motorcycle

e) Per day meal reimbursement would be Rs. 350/- per day for all cities.

Note:

Absence from headquarters will be calculated on calendar day basis i.e., time of departure from headquarters till time of arrival to headquarters and Daily Allowance for each day will be as follows:

Absence not exceeding six hours	Nil
Absence exceeding six hours but not exceeding 12 hours	50%
Absence exceeding 12 hours	100%

f) During business travel if Liquor is consumed, even for Networking/business development purpose/to serve the client, it should not be claimed from ETECH. Bills should not be submitted for the same, and if bills are submitted for the claim, then there will be no reimbursement.

g) Minimum 4.5 hours of work in the Center is a must to be eligible for Meal allowance

h) Laundry Expense Reimbursement: When an ETECH employee is on business tour traveling out of station, it is very important that they are always presentable and carry a right image of the company. Professional attire also plays a vital role in portraying organization's image. ETECH understands that laundry is one of basic requirement of person who is on tour and therefore the provisions of this policy are in place. Cost of personal laundry/dry cleaning and/or ironing of clothing incurred during the tour are

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reimbursed per this policy. To claim any reimbursement under this policy an employee needs to be on Tour for minimum 4 consecutive days. Tour days are calculated from the first day of the travel until the last day of travel. Any expenditure incurred on laundry before departure or after arrival will not be reimbursed. Maximum Laundry Expense Reimbursement will be up to **INR 100/travel night**. If an employee has incurred less than INR 100/travel night, then s/he can only claim the amount incurred and not the full amount.

i) Procedure to Claim for Travel Expense - The tour approval obtained from the competent authority contains sanction of TA advance also. Based on this sanction Finance Department will pay advance to the official proceeding on tour. The officer on completion of journey will submit a final TA claim enclosing the original bills/tickets in respect of the journey (hotel bills, food bill, laundry expense bills, or bills of the expenses which are to be claimed etc.) within 5 days of completion of the tour based on which the claim will be finally admitted by the Finance Department.

Conditions: The advance should be settled within five days of completion of the tour/rejoining duty if gone on leave immediately on completion of tour. A second advance cannot be sanctioned until an account has been given of the first except when a second journey is required to be undertaken soon after the completion of the first leaving no time for the employee to prefer his T .A. Bill in respect of the first advance.

In case of any dispute the final decision will be taken by HR &/or Administration after consulting Finance team and Center Director.

Travel to Gandhinagar to Vadodara and Vice -a- versa:

a) If an employee is travelling alone to other center, it is advisable to travel by public transport. Reimbursement of fare will be Rs. 600/- or actual Volvo GSRTC Bus fare whichever is less.
b) If more than one leader travelling to other center and wish to take his own car, they need to share purpose of travel with HOD's approval and follow self-driving policy requirements.
c) If more than one leader is travelling to other center and wish to travel by company cab, they need to share purpose of travel with HOD's approval and inform HR on or before 48 hours.
d) Employee staying in Corporate House for long period, Travel allowance to go to Home will be Rs. 600/- or actual Volvo GSRTC Bus fare whichever is less will be provided once in 4 weeks.
e) Corporate House stay, Employee wishes to travel to other center in India and stay in corporate house, an Intimation with HOD's approval is required prior to 72 hours. Respective HR head will check the availability of Corporate House and confirm booking prior to 24 hours of his/her departure.

Meal arrangement while in Corporate House

Stay Period	Meal allowance
0 to 15 days	Rs. 350/- per day or company can provide meal for Breakfast, Lunch and Dinner.*

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16 days and above	Company will provide food for Breakfast, Lunch and Dinner.*

* Employee will have to coordinate with Local Admin team to share necessary schedules to ensure that team serves them timely and properly.

Self-Driving Policy:

Purpose

This document sets out the terms and conditions associated with employees driving their own vehicles for work purposes. This policy applies to all ETECH employees using their vehicles for travelling between both the centers for work purpose.

Definitions

To make sure everyone has a common understanding, the following definitions apply:

Work-related driving is operating a motor vehicle in the course of your work, including driving to and from ETECH office locations (Vadodara – Gandhinagar – Vadodara and vice versa). Work-related driving typically does not include commuting from your home to your primary workplace.

An employee-owned vehicle is a vehicle for which the employee is the registered owner or the sole signatory of a vehicle-lease agreement.

Responsibilities

HR is responsible for the overall implementation of this policy. He/she must:

a) Consult with the employee and their supervisor before authorizing an employee to use their own vehicle for work.
b) Check requisite approval from their supervisor/HOD.
c) Review the policy annually with drivers, supervisors and management and make necessary improvements and updates.
d) Provide the employee with a copy of this policy, review it with them and receive a copy with their signed agreement.
e) Receive and check vehicle insurance, inspection and maintenance records.
f) Store and track associated documents (driver license validity, signed procedures, copies of vehicle insurance, maintenance records).

Employees are responsible to satisfy the terms and conditions of this policy. In addition to requirements below, employees will:

a) Inspect and maintain their vehicle consistent with legal requirements
b) Get prior approval from their supervisor/HOD and intimate HR.
c) Complete and provide necessary records to their supervisor in a timely manner.
d) Immediately tell their supervisor of any relevant changed circumstances (for example, license suspension, new or different vehicle, vehicle not available for use, etc.).
e) Drive safely – won't drive while intoxicated, fatigued or on medication that affects driving ability

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Vehicle criteria:

The vehicle:

- Must be suitably designed / configured and equipped for its intended use.
- Must satisfy requirements of the Motor Vehicle Act and any other applicable statutes.
- Must be in sound mechanical condition.
- Must not have features or modifications that negatively influence vehicle handling dynamics or safety, driver visibility, or compromise the company image.
- Ensure the vehicle is maintained consistent with manufacturer recommendations
  - availability of vehicle emergency kit

Licensing and insurance:

- Before using their vehicle for work, each employee will properly register, license and ensure their vehicle, including:
- Third-party liability insurance coverage
- Have, maintain and renew insurance coverage while the vehicle is used for work.
- Provide organization with a copy of the current insurance documents before using the vehicle for work and when the policy is renewed or changed.

Incident reporting and investigations:

- ETECH doesn't hold any responsibility for any road mishaps arising out of usage of personal vehicle for visiting the centers for work purposes.
- If involved in a motor vehicle incident, employees will cooperate to help ETECH meets its obligations, and to take steps to prevent future occurrences. The employee will:

  - immediately report crashes to their supervisor.
  - Cooperate with their supervisor to complete necessary reports
  - Be willing to participate in the incident investigation, and work with the investigation team to facilitate the investigation, report and corrective measures.

Expenses and reimbursement:

- All purchase, insurance and licensing, operating, maintenance and repair costs associated with using their vehicle for work are the responsibility of the employee / vehicle owner.
- Eligible Employee who travels between both centers for work purpose in his/her own car will be reimbursed flat Rs. 2200/- excluding toll tax charges as travel expense.
- The employee will submit expense claims based on travelled distance and toll taxes paid as per travel expense claim procedure. ETECH will reimburse the vehicle owner for work-related use as per terms laid down in the handbook.

D. CANTEEN SUBSIDY AND MEAL CARD (OPTIONAL)

ETECH provides Canteen Subsidy of Rs. 50 per working Day to all employees who have worked minimum 8 hours per day.

Meal Card:

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It is a prepaid card issued by employers to employees for meal-related expenses, allowing them to purchase food and non-alcoholic beverages at participating restaurants, cafes, and grocery stores. Employees can avail tax benefit under Section 80 C.

E. INCENTIVES AS APPLICABLE

ETECH enjoys recognizing employees for doing a good job. Representatives that achieve and surpass the individual performance objectives as defined by each respective campaign are eligible for additional earnings. There are several campaigns in each of our centers; therefore, the bonus plan will differ per campaign. In addition, not all campaigns have a bonus structure or client incentive program available.

Your leader will provide you with information if there is a plan available on your campaign. Any ***ETECH*** or customer funded incentive will be paid out post ***ETECH*** receiving those funds from the client through our normal incentive payment cycle. For the campaigns with a performance incentive plan in place, the incentive rate earned will apply to hours that a representative has logged into the system.

Ineligibility for Incentives in case of -

- Leave of Absence:
  - Representatives who are on LOA are not eligible to earn performance incentive or bonus pay; however, the representative will be paid any incentive earned prior to leave of absence.

- On Leave (CL/SL/PL/HL):
  - Representatives are not eligible to earn performance incentive while on paid leave.

- Separations due to discharge on grounds of ethics or policy violation (Forfeit incentive):
  - Representatives who are separated on account of ethics or policy violation from ***ETECH*** will not be paid any incentive earned prior to Separation.

F. LOYALTY BONUS:

Loyalty Bonus is an additional component added to the Gross Salary and is given as a token of appreciation for being loyal to the organization. Loyalty Bonus will be applicable on completion of 1 year from the date of joining and will be paid monthly based on the tenure slabs.

If an employee draws a Gross Salary of Rs. 25,000/-, his basic pay would be 40% of Gross i.e. Rs. 10,000. His/ her loyalty bonus is calculated on Basic Pay depending on the overall tenure. Therefore, incase this employee has been working in ETECH for last 2 years; he will be eligible for 4% loyalty on Basic pay which will be Rs. 400/- per month.

Kindly note that the maximum Loyalty amount an employee can earn is up to Rs. 2,000/- irrespective of the basic pay.

Tenure (months)	Increment % (applies to Basic)
12	3%
24	4%

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36	5%
48	7%
>=60	10% or max Rs 2000

G. CORPORATE NATIONAL PENSION SCHEME (OPTIONAL):

Etech is provides an additional benefit option to save Income tax with future security- National Pension Scheme, an investment cum pension plan launched by the Indian Government.

Who can avail this Benefit:

Team members who have exhausted the maximum limit of commonly used deductions such as those under sections 80C, section 80D etc., then the National Pension System (NPS) can help them save tax without any monetary limit (subject to a few conditions).

Please note, Individuals investing in NPS can claim tax benefit under three sections of the Income-tax Act, namely:
(i) Section 80CCD (1) - which comes under the overall umbrella of Section 80C with maximum investment limit of Rs 1.5 lakh in a financial year;
(ii) 80CCD (1b) - additional deduction for maximum of Rs 50,000 which is over and above Section 80C; and
(iii) 80CCD (2) - employer's contribution to an employee's Tier-I NPS account, maximum contribution up to 10 per cent of employee's salary is allowed in a financial year.

How section 80CCD (2) helps you save tax under corporate NPS

Section 80CCD(2) can help you save more tax even after the maximum tax breaks under (i) and (ii) have been availed.

Current income tax laws allow an individual a deduction on the employer's contribution to the NPS account for maximum of 10 per cent of the employee's salary (salary here means basic allowance). However, there is no limit on the amount that an employer can contribute to an employee's NPS account.

For instance, if your annual basic salary is Rs 10 lakh, and if your employer contributes Rs 1 lakh in your NPS Tier-I account, then you can claim maximum deduction of 10 percent of your basic salary, i.e., (10 per cent of Rs 10 lakh) Rs 1 lakh.

Kindly get in touch with HR or Finance department for more information.

PAYROLL:

A. EMPLOYMENT DEFINITIONS:

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Gross Pay - The amount of pay an employee receives on monthly basis, excluding variable incentive, shift differential, or any other additional benefits. 40% of Gross Pay is known as Basic Pay.

Full Time - Full time employees will work a minimum of 8 hours (excluding breaks) a day on a regular basis/or per campaign/department's requirement.

Part Time - Part time employees will work a minimum of 4 hours (excluding breaks) a day on a regular basis/or per campaign/department's requirement. Part time employees will receive full Transport Allowance but will not receive Canteen Subsidy. Their leave usage/ encashment (if any) will be calculated at the rate of ½ that is afforded to full time employees from the date they become part time employees.

Pay Period - A pay period consists of One Month from 1st day of the month to the last day of the month.

New Hire Evaluation Period (Probationary Period) - All new hire employees will be hired through an evaluation program. Upon successful completion of all criteria, the employee will become eligible for all the benefits provided by ***ETECH***. Till the time an employee is in probation, they will not be eligible for leave or any other type of benefit which a full-time employee enjoys.

B. RETIREMENT AGE:

An employee's retirement age is 60 years.

C. SPECIAL PROJECTS / RAMP-UP:

Special Projects - Special projects may have no history available to establish a quota prior to the start of the campaign. The quota is generally set within the first two weeks of selling.

Ramp Up - At the beginning of a campaign, usually a two to four week period, when there is no history available, a campaign may establish a temporary "Ramp Up" objective. Employees will be compensated at the rate of base rate. Once the campaign objective has been established and communicated to Employees, results will be compensated at the base rate unless the objective has been achieved or exceeded. All ramp up campaigns must have approval by the COO prior to the start of the campaign.

D. HOLIDAY PAY INCENTIVE:

If an employee works on a company recognized gazetted holiday, s/he will receive her/his base rate and variable pay (if applicable) in addition to the Holiday Pay.

Management will closely monitor staffing for the holiday and a minimal number of employees will be scheduled to work that day. If employees are scheduled to work on a company-recognized gazetted or holiday, and the call volume does not warrant the staffing levels present, TMs will be sent home early. The employee will receive Holiday pay for the day.

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E. PAYROLL PROCESSING CYCLE:

A pay period consists of one month from the 1st day of the month to the last day of the month. Pay dates for employees are schedule to occur on the 7th day of the next month. In the event that day is a non-working day, the following day will be pay day.

F. TIME AND ATTENDANCE:

- **Operations Members**

  Operations employees are expected to log in 15 minutes before their assigned shift starts, and log out after the end of their shift. Logging in and out for lunch or break periods is required. Continuous failure to log in or out, and/or logging in or out for another employee or having another employee log in for you is absolutely prohibited. Employees abusing this policy will be subject to disciplinary action being taken up to and including Separation.

- **Non-Operations Members**

  Non-operations employees are expected to work as per their assigned shift to ensure the task is accomplished in line with the departmental/campaign needs.

G. PAYROLL RESOLUTION PROCESS:

From time to time, errors or suspected errors may be made with employees' paychecks. In order for these situations to be addressed as quickly and thoroughly as possible, the employee must follow the following procedures:

1. Employee: Discuss pay discrepancy with Immediate Supervisor to determine if the issue is valid.
2. Employee: Employee submits the salary inquiry online.
3. Appropriate Department: Appropriate department shall investigate and resolve the salary inquiry.
4. TM Web India: Status of inquiry for employee will be available on TM Web.

Salary Inquiry may be submitted between 7th and 20th of each month.

H. PAYROLL DEDUCTIONS:

ETECH is required by law to deduct certain statutory deductions from the Pay of employee. Employees are requested to provide supporting documents to claim income-tax exemptions beforehand, to avoid deduction of tax at source.

ETECH reserves the right to make adjustments as needed to correct payroll errors. In the event there is an overpayment of money paid to an employee by the company, without regard to the reason for the overpayment, the amount of the overpayment or portions thereof, will be withheld from the employee's next regularly scheduled paychecks until such time as the total amount of the overpayment has been remitted to the company. The amount of the individual payments will be determined by the company's Payroll Department in accordance with ***ETECH*** payroll policies and practices.

In case the employee is under notice period, it will be employee's responsibility to provide investment proof before the last working day in order to avoid TDS deduction.

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I. PAY GRADES AND EVALUATIONS:

For employees, ***ETECH*** has a pay grade system based upon duties, skills, and responsibilities. It is company policy to establish pay grade ranges that provide salaries that are competitive compared with those paid at companies in similar locations and industries. Every job falls into one of these pay grade ranges. Employees will be evaluated by their immediate supervisor or manager.

J. PERSONNEL RECORDS – UPDATE YOUR INFORMATION:

Employees should report changes in the status of below mentioned headers to immediate supervisor within 5 days of change with all necessary supporting documents:

- Change in Residential Address
- Change in Contact Number
- Change in Qualifications
- Change of Name
- Marriage/Separation

Employees need to submit information to supervisor, who will then forward the data to the appropriate Administration and Human Resources departments. ***ETECH*** will safeguard your personal information and will release the information only with employee's approval, except to verify employment or to satisfy legitimate and/or legal needs.

K. REDUCTION IN STAFF OR HOURS:

Due to the dynamic nature of the contact center industry, there may be occasions when ***ETECH*** must reduce the number of hours devoted to a campaign. This mostly occurs when a campaign list becomes over penetrated and the customer is delayed in providing new records. As these situations arise, ***ETECH*** will make every attempt to reassign impacted Employees to other programs. Any hours by which the Employees schedule is reduced due to limitations of the new program may not be paid.

The company can make no guarantees how and when these situations will arise. If efforts to reassign Employees to other programs fail, the company reserves the right to reduce, either permanently or indefinitely, the current work force.
These methods may be followed to identify the required reduction in staffing:

Voluntary: Employees may be asked or requested to voluntarily reduce their hours for a specified period of time. However, in the event that voluntary reductions are not sufficient, the company will use other methods such as performance or seniority to reach to the necessary staff reductions.

Performance Based: ***ETECH*** reserves the right to base staff reductions on historical and documented Employee results. These results would include performance results (SPH), attendance & schedule adherence, and quality scores.

Seniority Based: ***ETECH*** reserves the right of staff reductions on length of service. Reductions would begin based on least amount of service.

L. RESIGNATION ETTIQUETTE REQUEST:

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Employees are free to resign from the company whenever they wish. If at all possible give resignation notice to your employer, write a simple resignation letter, and be prepared to move on prior to submitting your resignation. It's good resignation etiquette to tell your supervisor you are resigning before you tell your co-workers.

M. EMPLOYMENT REFERENCE CHECK COMMUNICATION:

ETECH will keep all employment records confidential. As a result, references concerning employment of former employees will be limited to the following information: dates of employment, job title at the time of separation, starting wage, and ending wage.

N. SEPARATION FROM THE COMPANY:

RESIGNATION:

a. DURING THE TRAINING PERIOD WHILE IN PROBATION:

In case an employee during her/his training period wishes to resign - he/she may resign by giving reason and salary in lieu of Mandatory Notice Period of 15 days*. Training period may differ from campaign to campaign. In case of conflict, HR decision is final in deciding number of training days. *There are designations where even during training period, mandatory notice period will be applicable as per handbook

b. AFTER COMPLETION OF THE TRAINING PERIOD:

In case an employee wishes to discontinue working with ***ETECH***, s/he may resign, with or without reason, by serving Mandatory Notice Period. S/he will have to work as per normal working hours or shifts during Mandatory Notice Period. Accepted business courtesy is that employee who decides to resign should normally give mandatory notice in writing.

During Mandatory Notice Period, employee will not be entitled to any leave except with special permission from his immediate supervisor. All leaves will be marked as unpaid leave during Notice period. During Mandatory Notice Period, employee will not be entitled for Group Mediclaim policy. This will be effective from the date of Resignation**.** Notice period policy (buy out option or to serve) may vary on discretion of departmental head and as per the business need.

Further disciplinary actions up to terminations may occur if an employee fails to adhere to these practices during notice period:

a. Follow ETECH's Attendance Policy during the notice period.
b. Complete the stated Notice period days.
c. Schedule adherence, Tardiness, Unauthorized leaves
d. Appropriate conduct and/or following instructions
e. Will complete the expected login hours and task assigned on daily basis without hampering the required productivity as per the LOE.

SEPARATION:

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The company is not restricted from separating an employee at any time and without reason. Accepted business courtesy is when an employee decides to resign and give appropriate time through a written notice. In the event an employee is recommended for rehire after their separation, they may be considered for re-employment after 30 days to 1 year from the separation date. The individual must complete the initial interview and application process as a new applicant. If an employee is separated and is not recommended for re-hire, they will not be considered for re-employment for one year after their Separation date. All rehiring is subject to the internal clearance and approval. If an employee is hired twice in the past, he/she cannot be rehired again.

For more details, refer to *ETECH* Employee Handbook Addendum.

O. PERFORMANCE EXPECTATIONS:

ETECH is a great place to work!
Performance is much more than how many clients a person satisfies in a day.

At the center of ***ETECH*** culture is **Respect**. Respect begins and ends with how we treat our customers, our suppliers, and each other.

- Always give your best efforts.
- Understand and follow the company's published policies and guidelines.
- Follow the directives of management and meet client's performance expectations and objectives.
- Treat all equipment and furniture with value and respect.
- Always behave in a professional & courteous manner.
- Fully understand the performance standards established by the customer for your program.

THE CODE OF BUSINESS CONDUCT AND ETHICS:

A. GENERAL POLICY AND PROCEDURES:

The Code of Business Conduct and Ethics of ***ETECH*** and each of its subsidiaries apply to all employees, including leaders and officers and must be strictly observed. Failure to abide by the code of business policy could result in disciplinary action, up to and including separation.

The Company is committed to the highest standards of ethics and business conduct. The company conducts its business as a good corporate citizen and complies with all laws, rules and regulations applicable to it or the conduct of its business. This commitment and standard of conduct governs our relationships with customers, suppliers, shareholders, competitors, the communities in which we operate, and with each other as employees at every organizational level.

The code is an expression of our core values and represents a framework for decision-making. To this end, employees are responsible for understanding the code and acting in accordance with it. The code cannot and is not intended to cover every applicable law, rule or regulation or provide answers to all questions that may arise; for that, we must ultimately rely on each employee's good sense of what is right, including a sense of when it is proper to seek guidance from others with respect to the appropriate course of conduct. Questions regarding any law, rule, regulation, or principle discussed

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in this code which may govern business conduct, should be directed to your supervisor, your local Human Resources Department.

The code does not in any way constitute an employment contract or an assurance of continued employment. It is for the sole and exclusive benefit of the company and may not be used or relied upon by any other party. The company may modify or repeal the provisions of the code or adopt a new code at any time it deems appropriate, with or without notice.

B. BREACH OF CONDUCT:

Employees of ***ETECH*** represent the company to those with whom they come into contact. Therefore, employee conduct should reflect favorably on both the employee and the company. Failure to behave in an appropriate, courteous, and professional manner may result in separation.

To assume orderly operations and provide the best possible work environment, ***ETECH*** expects employees to follow the company's rules of conduct. The company has the right to discipline and/or separate an employee at any time, at the company's discretion, with or without cause. Breach of Conduct includes, but is not limited to the following:

I. Unsatisfactory job performance (based on client and/or company guidelines and expectations).
II. Misconduct or disregard of established policies, procedures or directives including but not limited to the following:
    1. Failure to follow company policies and procedures as defined in this Employee Handbook.
    2. Inappropriate Dress Code.
    3. Unauthorized absence from workstation during the work day.
    4. Excessive absences/tardiness/breaks without regard to reason or without approval of supervisor.
    5. Improper usage of computer, telephone, cell phone, nano's, iPod, any and all music device, mass storage device, mail system, email and/or other ***ETECH*** Electronic Communication. Using any type of music device which can be heard by others in an offensive manner. (See additional information under the section on Electronic Communications).
    6. Tampering with computer outlets, plugs, unplugging computer systems without authorization.
    7. Failure to follow the attendance policy.
    8. Leaving the workplace without the permission of one's immediate leader or designee will be considered voluntary abandonment of the employee's job.
    9. Offensive or indecent personal conduct or conduct that disrupts company business.
    10. Discourtesy toward coworkers, business associates, and/or clients.
    11. Unavailability during scheduled meetings without prior intimation and not adhering to basic discipline of keeping oneself in mute leading to disturbance in a live meeting.
    12. Working from a non-designated location without prior approval specifically for work from home cases.
    13. Exhibiting practices which can be disruptive to business or having political/religious discussion which can hurt personal sentiments during the business hours.
    14. Jeopardizing one's own physical safety and/or that of another employee by ignoring safety precautions and procedures.

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15. Falsification of employment records, records of hours worked and misuse of being in unavailable status, sales information from a customer, expense reports, payroll information, or any other company related information.
16. Intentional offering of false information. (I.e. call avoidance, falsification of records submitted to supervisor, human resources, payroll, or benefits, etc.)
17. Theft, unauthorized possession, and/or removal of company property or coworker's property (***ETECH*** is not responsible for items lost or stolen).
18. Discussing confidential matters with other employees.
19. Discussing inappropriate topics that are not related to work and disruptive to company business.
20. Misconduct and/or Insubordination (not following instructions)
21. Being disrespectful/argumentative/name calling behavior.
22. Fighting, cursing and/or behaving in an intimidating manner or threatening violence in the workplace.
23. Unlawful harassment of any kind.
24. Assisting unauthorized persons/children onto the sales floor without permission.
25. Offensive hygiene that disrupts company business.
26. Being in unauthorized area of the building without permission and/or participating in behavior that is unacceptable while in those areas.
27. Use of tobacco products/smoking/dipping/e-cigarette smoking inside ***ETECH*** facilities.
28. For designated centers where there is a smoking ordinance, smoking inside the building and/or in the front parking lot, side of the building is not allowed. Smoking in designated in your vehicle only.
29. Unauthorized possession of firearms, explosives or any other item that may be intended as a weapon on company property including inside and outside the building and parking lots.
30. Illegal possession, use, or sale of any controlled substance at any time, on company property or any other act that is not in the best interest and/or brings discredit to the Company.
31. Entering ***ETECH*** premises under the influence of alcohol or illegal drugs.
32. Conflicts of interest, disclosure and/or use of proprietary information or client information.
33. Behaviors of such nature as to bring discredit to ***ETECH***, to their employees, or to their customers, clients.
34. Logging in or out for another employee or having another employee log in or out for you.
35. Willful destruction of company property or private property owned by an employee.
33. Failure to notify leadership of an arrest and/or on receiving any warrant from Legal system. The notification should be made within 2 days on receipt of such warrant or 2 days of arrest.
34. Unauthorized use of cellular phone.
35. For designated centers where there is a Parking ordinance, Parking in fire zone, visitor, reserved, handicapped, or other designated parking spots, without approval. Visitor, reserved, and handicap parking spaces are all reserved 24 hours 7 days a week.
36. Parking in areas that are not designated parking spots.
37. Bringing an animal or reptile into an ***ETECH*** building (there may be an exception, with proper documentation, for service animals).
38. Taking unapproved or unscheduled leave.

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39. Ethic Policy Violation - Stealing, Cheating, Lying. Failure to report a violation is itself a policy violation.
40. Sleeping during work hours.
41. Unionism and similar activities.
42. Speaking in regional language.
43. Cheating Attendance system or not adhering to Biometrics policy.

Based on the severity and frequency of the misconduct, the company may use any of these actions to address the situation.

These actions are <u>not sequential or progressive</u>. The Company reserves the right to bypass any of these actions and base consequences on the severity, frequency, or combination of infractions when circumstances warrant immediate action.

a. **Verbal Counseling** – A discussion regarding the inappropriate performance or behavior.
b. **Letter of Written Warning** – A warning letter detailing the inappropriate performance or behavior and consequences if the performance or behavior continues.
c. **Letter of Suspension** – A letter describing the offence, policy violated, and employee is placed on an unpaid leave for a period of time.
d. **Separation** – If performance and/or behavior have not improved to an acceptable level and/or issues are severe, employment with the company is terminated.

<u>ETECH PROFESSIONAL DRESS POLICY:</u>

Employees of ***ETECH*** represent the Company to the community, civic leaders, and to business leaders. While at work, employees are expected to dress appropriately and in good taste. ***ETECH*** employee attire should be:

a. Appropriate for the job, show respect for co-workers, and not be distracting to others
b. It is expected all employees will exercise good judgment.
c. Employee should exhibit good daily hygiene and grooming habits.
d. Dress code for employees may differ per campaign based on specific vendor campaign requirements. When an employee's dress code does not comply with the guidelines, his or her leader will discuss the matter with the individual and may send her/him home to change clothing that meets the criteria of appropriate attire. Any time missed as a result of this must be made up within the week.
e. If the employee fails to comply with the dress code, the leader will initiate disciplinary action. The following guidelines are not all inclusive and will assist employees in determining appropriate dress for the ***ETECH*** environment.

Frontline TMs: CES, CSR, OCR, Sr. OCR, Analyst I & II, BA / Sr. BA, ETS / Software Development (designations not mentioned in Leadership definition) can wear Jeans, T-shirt, sports shoes, and sneakers from Monday to Sunday.

Defining the leadership & administrative teams:

Any employee in a leadership position that interacts with other departments as a liaison or lead for project:

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a. All employees in the Support departments (HR, Talent Acquisition, T&D, Finance, Global Development, Program Implementation).
b. All roles from Intern and above for Operations, Etech Insights, IT, Security, Software Development, WFM, Data Analytics.

Professional business attire is required as the standard for work hours on Monday – Thursday as per below:

<table>
<tr><th colspan="3">Monday – Thursday (Weekdays)</th></tr>
<tr><th colspan="3">Allowed</th></tr>
<tr><th></th><th>Men:</th><th>Women:</th></tr>
<tr><td rowspan="4">Top Wear</td><td>Collared Shirt or T-shirt full/half sleeved</td><td>Kurta/Formal Tops/ Collared Shirts or T-shirts</td></tr>
<tr><td>(Buttoned up & tucked in)-Exception for the employees who cannot tuck in can reach out to HR for discussion</td><td>Etech Collared T Shirts/ Etech round neck T-shirt</td></tr>
<tr><td rowspan="2">ETECH Collared T shirts (Buttoned up) /Etech round neck T shirt</td><td>Sleeve/strap width of sleeveless from neck should be greater than 4 inches</td></tr>
<tr><td>tops/dresses/kurta/ shirts/tops</td></tr>
<tr><td rowspan="3">Bottom Wear</td><td>Formal Trousers</td><td>Formal Trousers</td></tr>
<tr><td>Plain dark Jeans</td><td>Jeggings, Plain Dark Jeans, Palazzo & Belt as applicable</td></tr>
<tr><td rowspan="2">Formal Belt</td><td>Formal Dress or skirts below knee length</td></tr>
<tr><td>Saree and Salwar suits</td></tr>
<tr><td>General</td><td>Merchandise given by ETECH / Client</td><td>Merchandise given by ETECH / Client</td></tr>
<tr><td rowspan="2">Footwear</td><td rowspan="2">Formal / Sports Shoes and socks</td><td>Sandals/closed shoes/ Bellies / Office</td></tr>
<tr><td>wear flip-flops (appropriate to Indian Dress)</td></tr>
<tr><td rowspan="5">Grooming</td><td>Hair groomed</td><td>Hair groomed</td></tr>
<tr><td>Groomed scalp & facial hair, Ironed clothes</td><td>Scarf (Optional), Ironed clothes</td></tr>
<tr><td rowspan="3">Mild & Pleasant Fragrance should be worn</td><td>Mild & Pleasant Fragrance should be worn</td></tr>
<tr><td>Light Makeup (Glitter & Shimmer not allowed)</td></tr>
<tr><td>Light Jewelry</td></tr>
</table>

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Casual Weekends: Friday, Saturday, or Sunday dress is not a pass to escape the business dress code and opt for a slightly less dressy outfit. It is important to appear professional and well-groomed, and not look as if you are ready for a lazy and non-productive work day. Professional appearance is still expected, regardless of the shift. FRIDAY - SUNDAY (Weekends)

Also Allowed:

Men:	Women:
Jeans, round neck or V-neck T-shirts	Jeans, round neck or V-neck T-shirts
Sneakers, Sports shoes	Sneakers, Sandals, sports shoes

Note:

Employees whose shift starts on weekdays should follow weekday's dress code. This dress code is as per the roster (Follow IST or CST)

Dress Code Don'ts:

Applicability: All employees and leaders

An employee **MUST** not wear the following while they come to office:

- Skirts/Dress above Knee Length. Slits in skirts or dresses must also not extend beyond 4 inches above the knee.
- Low neck tops which are exposing, Transparent Tops, Semi Transparent Tops, Net Tops, Tops with Low Sleeve Cut.
- Boat Neck T-shirts / Tops
- Capri and shorts
- Unprofessional and/or provocative clothing such as (but not limited to) tight, torn, or revealing pants (including showing skin between shirt and pants), pants, shorts, skirts, or blouses, sheer/see through clothing that exposes undergarments or mid-section of one's body exposed undergarments. Additionally,

    - If leggings/yoga pants are worn as pants, a top that covers the hips and bottom MUST be worn. Leggings/yoga pants are defined as ANY form fitting stretch pants. Examples include sweats, exercise leggings, tights, etc.
    - If leggings/tights are worn under a skirt or dress, the skirt or dress must be no shorter than 4 inches above the knee.
    - Undergarments should not show through the leggings or tights

- Ragged or loose clothing (e.g. baggy pants that fall well below the waist)
- Clothing that are imprinted with illustrations or messages that are insulting or demeaning to co-workers, clients, or other company representatives
- Wearing blankets/stoles to cover inappropriate clothing. Blankets/stoles are not allowed to be used as a cover up. Additionally,

    - Hat, caps or any other head coverings. No hoodies covering the head.
    - Head covering means any item covering half of one's head or more.

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- If there are specially designated campaign dress days and if hats are approved, management will notify employees or special dress days (exclusion on religious grounds

- Halter tops, Midriff blouses, Crop tops, Halter Inner wears, short tops that expose waist, spaghetti strap tops, and tops with shoulder straps of less than 4-inch, tank/tube tops, or sleeveless sports jerseys.
- Blouses or shirts revealing inner wear / spaghetti top.
- Bare feet or house shoes/ pajamas/bedroom slippers/fuzzy slip-ons
- Track Suits and Track Pants
- Ripped or Torn Clothing
- Sandals (Men), Plain Flip Flops (chappals) or Rubber Slippers are not allowed
- Other clothing deemed unfit at the discretion of ***ETECH***.

Personal Hygiene

The ***ETECH*** is made up of a large number of individuals who work physically very close together. It is very important that all employees practice good personal hygiene. All employees should report to work with clean clothing and a clean body.

Body odors must be controlled through frequent bathing, the use of personal deodorant, and not applying fragrances which might be offensive to other employees. Oral hygiene is equally important mints and mint sprays should be used at regular intervals. With respect being shown to all workers, ***ETECH*** will continue to be a pleasant place to work.

Special events

Special event days may allow for exceptions to these rules, and the specifics will be announced if applicable.

Communication

Department directors will communicate with Human Resources leadership for special occasion's exceptions. This can be done by sending an email.

Gold plated name badge

Many leadership/support positions are provided with an Etech gold name badge. The gold name badge should be worn on a daily basis unless you are specifically wearing Etech branded clothing. Direct your badge ordering request to your local human resource manager.

Violations

When a person's dress does not comply with the Etech guidelines, their supervisor will discuss the matter with the individual and send them home to change into clothing that meets the criteria of appropriate attire for leadership. If the behaviour continues, the supervisor may initiate a written warning. These guidelines are not all inclusive but should assist people in determining appropriate dress for the Etech environment.

Departments such as Facilities and Unique Boutique may have individualized dress codes for members of their staff, rather than the leadership/support dress code. Members of these

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departments should consult with their department head in order to determine the dress code applicable for the department.

ATTENDANCE POLICY:

ETECH employees are the key to our success. The company can be truly effective and efficient only when employees adhere to assigned schedules. An individual's attendance, regardless of their assigned campaign is important to her/his overall success at ***ETECH*** and is reviewed on an ongoing basis. Employees of ***ETECH*** are expected to be at their workstations before 15 minutes at the beginning of the shift, ready to work and remain until their shift ends. Schedules are provided to all employees and acknowledged in orientation to ensure that all employees understand their assigned schedule. There are several campaigns that will require employees to work on each weekend or rotating weekends. It varies per assignment. Breaks must be approved by immediate manager or designee only. Those who do not meet this requirement will be subject to disciplinary action up to and including separation.

Attendance as scheduled is critical to productivity. If an employee is unable to come to work, it is important that the employee contact their immediate supervisor or any available leader (of same campaign/department) in the office premises at least 3 hours prior to their scheduled shift start time.

a. Tardy is defined as any failure to be logged in at the designated time. This can be due to failure to arrive at work at the start of the work shift or leaving the workplace early.
b. After three consecutive workdays of No Call/No Show, defined as missing work without calling or personally contacting your Immediate Supervisor, an employee will be considered as having abandoned their job and will be separated from the company following compliance procedures.
c. Orientation typically takes place on the first day of training.
d. While in initial training, missed time is not allowed. It is critical that trainees attend the entire training session, if the trainee does not attend all days of the training schedule it is grounds for separation.
e. To aid in the efficient scheduling of the workload, it is important employees schedule approved make-up time at least a minimum of one day in advance. Missed hours can be made up only within the week they are missed unless approved by their manager.

Guidelines

An employee is considered absent if s/he is not present for work as scheduled, regardless of cause. For all authorized absences the employee must take their supervisor's approval in advance.

Working Hours

For Full Time employees, the total number of working hours per day shall be eight hours excluding break time.

For Part Time employees, the total number of working hours per day shall be four hours excluding break time.

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The working hours may be changed according to the requirement of the organization.

Shift & Week off Scheduling:

One of our character commitments is adaptability, employees are expected to report to office in their designated shift timings on days specified by their leader. These shift timings and Week Offs are rotational and are defined by their skill sets, work flow, and campaign requirements by Work Force Management Team. The shift timings may be changed according to the requirement of the organization. Non adherence to allocated shift timings and Week Offs will result into actions including and up to separation from the organization.

For more details, refer to *ETECH* Employee Handbook Addendum.

EMPLOYEE ASSESSMENTS:

A. SCORE CARDS:

All employees' performance will be reviewed every month. These scores will have weightage in the Annual Appraisal Program. The score cards help leaders to gauge their employees' performance and steer performance in the progressive direction. The score cards will act as a guide for employee on how to improve or maintain their performance.

B. TRAINING ASSESSMENTS:

Employees will be trained to on certain areas to improve their knowledge, and capabilities. However, the outcome of the training and understanding of trainees can be gauged with the help of various assessments taken during the Training period. Employees are expected to clear the tests with certain minimum percentage of marks. Employees should consult their immediate leader/trainer to know more about this.

C. PRODUCT KNOWLEDGE TESTS (PKTs):

Once employees graduate to the main team, they have to appear for PKTs on a regular basis, to check their product knowledge. To know further on these employees can get in touch with their immediate supervisor.

D. PROBATION & REVIEW

All new hire employees will go through an evaluation program. Upon successful completion of all criteria and expectation set, the employee will become eligible for all the benefits provided by ***ETECH***.

Probation Terms and Condition:

During the Probation period of six months from the date of joining, if an employee wishes to terminate the employment:

- During the training period, employee may resign by giving reason and salary in lieu of Mandatory Notice Period of 15 days
- After the training period, employee needs to serve the notice period as stated in employee handbook addendum.

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- The training period will differ from department to department.
- On completion of the probationary period, employees' work and conduct will be assessed, and if found satisfactory, then employee will be confirmed in the employment.
- During the Probation period of employment, employee shall not be entitled to enjoy any benefit which a regular employee enjoys: An employee will not get any leave; any such leave shall be treated as leave-without-pay. After an employee's employment is confirmed, all accrued Days of Leave shall be credited to employees leave account.
- The period of your probation may be modified at the discretion of the company depending on the assessment of your work and conduct made by the company.

For more details, refer to *ETECH* Employee Handbook Addendum.

ANNUAL SALARY REVIEW PROCESS ETECH INDIA:

Overview

Pay reviews are an important process and often require care and preparation in order to meet ETECH's employees' expectations and ensure that the salary review is a valuable process. It is also imperative that full explanations are offered as to the reasons and criteria behind why salaries are reviewed. Not everyone may receive a pay increase or at least an increase at the level they were expecting, so it is important that their expectations are managed correctly by fully justifying and preparing prior to undertaking the review.

Objectives

- Valuing and recognizing our people based on their contribution to our business
- Performance Review, salary change, and promotion process will be attained by the 1st quarter of the year or discretion of the management. Any financial raise is not a guarantee but subject to the approval of Etech Management, attainment of Revenue and NOI goal for ETECH.
- Creating a system for performance factors and outputs required are determined and agreed by both supervisor and employee.
- Creating a system that provides an opportunity for employees to be informed about the ratings they get and given reasons for such ratings.
- Creating a system that provides an opportunity for employees to be told about the areas that need their attention and improvement if they want to stay long and be successful in the company.

Salary Review Procedure

The purpose of this procedure is to facilitate a clear and objective salary review for staff, in conjunction with the performance evaluation process.

Methodology and steps

- Job results using online/ offline scorecard or Department leader evaluation /feedback.

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- Alignment to the salary grades and maximum bracket limit.
- Eligibility to Performance belt quota based on Meets Expectation, Above Expectation, Top Performer and Mission Critical which is subject to the discretion of HOD.

Eligibility

- Merit increase for demonstrated performance within the year to be undertaken each year for a fiscal period **January to December**.
- New hires would be eligible after the probation and the applicable amount would be prorated.
- Any Disciplinary action (Written Warning/Suspension) issued to an employee would impact the following:

  - Particular month's incentives would be forfeited.
  - Score card down grading: 25% in case of a written warning and 50% in case of Suspension.
  - Employee once reach the max salary in a tier would not be eligible for any merit increase.

Performance Evaluation:

Since the performance review of all employees is the most important part of merit-based salary program, employee evaluations must be completed timely as per the guideline below

- Performance evaluations to be completed **7th day** of each month by supervisors via scorecard and one-on-one meetings. Encourage employees to timely review and agree to the scores online and acknowledge avoiding disputes later during the final review.
- Report for a Fiscal year to be generated for a performance evaluation based on online scorecard for each function and mapped based on methodology that is applicable to the department.
- Annual Performance Evaluation: To be graded by each department once at the end of the year. (excluding agents in Operations and EI)

Matrix for evaluation

Salary Grades as per the Departments:

- Each designation would have a salary bracket and grading department wise.
- PRP recommendation should not exceed the bracket for a particular grade inclusive promotion case or IJP.
- PRP recommendation % would also depend on PRP tier as below-

PRP Tiers	Performers Belt	Quota eligibility on total department strength	Support SLAB 1	Ops, EI, T&D SLAB 2	IT SLAB -3	Software Development SLAB 4
C	Meets Expectation	50%	**0%**	**0%**	**0%**	**0%**

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B	Above Expectation	40%	**5%**	**6%**	**7%**	**7%**
A	Top Performer	5%	**8%**	**8%**	**9%**	**9%**
D	Mission Critical	5%	**10%**	**9%**	**10%**	**10%**

Performers Belt defined:

- Meets Expectation - Employee displays and maintains level of performance of the job factor under review. Work output generally achieves desired or required outcomes or expectations but with problems and errors. Needs regular instructions and drive. Above Expectations - Employee displays a high level of factor related skills, abilities, initiative and productivity, exceeding requirements in some areas, but not consistently or not without exception.

- Top Performers - Employee displays a high level of factor related skills, abilities, initiative and productivity, exceeding requirements in all areas, consistently.

- Mission Critical - Employee displays a high level of factor related skills, abilities, initiative and productivity. Exceeds expectations, multi-tasking, and critical for business.

HODs would be accountable to follow the PRP Tier for their department and it will be subject to their discretion only. Based on Score card / Performance Matrix / Behavior records, HODs will follow are to be approved by Executive team.

a. The market price for the employee's skills has changed.
b. The value of the employee's work to the company has changed.

- Performance belt % for each **Tier** cannot increase the desired quota. For ex- if for tier A, 5% of the total department is eligible to get 8% of slab -2; however, based on score card if the value ranking count is 10% which is above the quota, HOD will make a decision to move 5% TMs to Tier B.

Note:

- In case of IJP or movement to a new campaign, the increment (subject to approval) will be calculated Prorate basis depending on the Salary bracket and grading. Kindly refer the grade chart. Secondly, employee serving notice period will not be eligible for salary increment.

Mission Critical Roles – Mission Critical roles would refer to those profiles working in Support department or position which are actually key in fulfilling the strategic mission and business obligations. They are not revenue generators and remain un-billed; however, significantly support the business operations. For e.g. PI Manager is from non-revenue generating department; however, his role is very critical towards success of each new campaign. After HOD's approval, he can be kept in Slab 5 though he is from slab 1.

- Final report to be prepared with overall budget (% increase in reference to payroll cost) and sent to President / COO for final review and approval.

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- President to review results based on **ETECH annual NOI and Revenue,** approve or revert for any changes based on following tiers.
  - Tier 1: Annual NOI <10% - No Budget to be allocated
  - Tier 2: Annual NOI 10 to 15% - 50% of the budget
  - Tier 3: Annual NOI 15 to 20% - 75% of the budget
  - Tier 4: Annual NOI >20% - 100% of the budget

- <u>If any budget constraints declared by president, thereby following guidelines to be used:</u>
  - Operations process to be ranked based on complexity and billed revenue.
  - Non – operations processes to be evaluated based on revenue billed (if applies) or based on fixed budget allocated by President.

F. DEVELOPMENT PLAN PROCESS

In situations where the Company determines that job performance deficiencies can be improved, the employee will be placed on a Development Plan which will specifically address the employee's work deficiencies. Employees placed on Development plan will be coached on the opportunities. This is a performance oriented process. This Development Plan will have goals, objectives, time limits, and individual responsibilities stated. Once an employee has been placed on a Development Plan, all areas addressed must be completed within the guidelines listed.

GENERAL EXPECTATIONS FROM EMPLOYEES:

EMPLOYEES DUTIES & RESPONSIBILITIES:

1. The company expects employees to work with a high standard of initiative, creativeness, efficiency, and economy.
2. The nature of work and responsibilities will be assigned and explained to the employee by her/his senior from time to time.
3. Employee will not seek membership of any local or public bodies without first obtaining written permission from the company.
4. Employee will not give out to anyone during the period of her/his service and even afterwards by word of mouth or otherwise, particulars or details of the company's production or other processes, technical know-how, security arrangements, administrative and/or organizational matters of confidentiality or otherwise, which maybe her/his privilege to know by virtue of their being an ETECH employee.
5. Employee shall keep confidential all the information and material provided to her/him by the company or any of its clients concerning their affairs, to enable the company to perform the service. This excludes only such information as is already known to the public which also employee will not release, use or disclose except with prior written permission of the company. Employee's obligation to keep such information confidential shall survive even on separation or cancellation of the employment.
6. Employee will be responsible for the safe keeping and return in good condition and order of all the properties of the company, which may be in their use, custody, care, or charge. For the loss of any property of the company in their possession, the company will have right to assess on its own basis and recover the damages of all such material from them and to take

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such other action as it deems proper in the event of failure to account for such material or property to its satisfaction.

7. ETECH employees are expected not to disclose any client/ campaign/department/ETECH related information to the third party (which also includes employees of other campaign or department). If found would be subject to legal actions from ***ETECH***.
8. If an employee intentionally manipulates their performance, the company has complete authority to take legal steps against the employee.
9. Even after confirmation, if an employee causes any loss or damage to ***ETECH*** or to ***ETECH***'s credibility by her/his behavior, nature, conduct or performance, then ***ETECH*** holds complete right to take any disciplinary action against employee up to and including immediate separation from service and filing a Criminal Suit against employee.

CLAUSE OF DUAL EMPLOYMENT:

An employee will devote their entire time to the work assigned by the company and will not undertake any direct/indirect business or work, honorary or remuneratory except with the written permission of the management in each case.

HARASSMENT PREVENTION POLICY:

ETECH is committed to maintaining a work environment free from unlawful conduct, including conduct which rises to the level of unlawful harassment, including sexual harassment. ***ETECH*** does not permit any form of unlawful discriminatory practices by anyone (including any leader, co-worker, vendor,
client or customer of the Company). Unlawful discriminatory practices include sexual harassment, or harassment based on race, color, religion, national origin, age, disability or any other classification protected by federal, state or local law. Harassment, whether verbal or physical, at work or arising out of the work assignment, inside or outside, or elsewhere, is unacceptable and will not be tolerated. This policy applies to conduct in the workplace, at company functions, and in all employment relationships, and protects employees at all levels and positions within the company.

Under the Sexual Harassment of women at workplace ACT 2013 (Prevention, Prohibition, Redressal) a woman has a fundamental right to a safe working environment

Understanding Harassment

Harassment consists of unwelcome conduct, whether verbal, physical or visual, based upon a person's race, national origin, age, physical or mental disability, religion, gender or any other basis protected by federal, state or local law, or threats of violence to another person. ***ETECH*** will not allow conduct that adversely affects job benefits, that interferes unreasonably with an individual's work performance or that creates an intimidating, hostile, or offensive work environment. Harassment can take many forms. Some examples of unwelcome conduct that may create an intimidating, hostile, or offensive working environment include:

- Unwanted, offensive or unwelcome physical contact or conduct of any kind including patting, pinching, hugging, cornering, kissing, fondling, or brushing up against another person
- Demeaning, insulting, intimidating or sexually suggestive comments about an individual's dress, body, appearance or personal lifestyle

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- Verbal abuse of a sexual nature, such as sexual flirtations, advances, propositions, innuendoes (hints of sexual references), or sexually suggestive, insulting or graphic comments, noises or sounds
- Suggestive or offensive jokes, including sexually explicit or racially derogatory jokes
- Display or distribution in the workplace of demeaning, insulting, intimidating or sexually suggestive objects, pictures and/or video images; any display or distribution of a person, people and of any other nature that is sexually explicit and offensive
- Demeaning, insulting, intimidating, derogatory or sexually suggestive photos or written, recorded or electronically transmitted messages.

Hostile Work Environment

A hostile work environment is primarily a term used to describe a workplace situation where an employee cannot reasonably perform his work, due to certain behaviors by management or co-workers that are deemed hostile. Any act of harassment on the part of any employee can be viewed as hostile. Any act or remarks that are overtly discriminatory regarding age, race, gender, sexual orientation, or disability are also considered to create a hostile work environment. When an employee finds themselves in a hostile work environment, they may not know how to act or what to do. If you feel a threat to your physical or mental wellbeing, report the matter directly to your leader and Human Resources Department.

Reporting Allegations of Harassment or Hostile Work Environment

Any employee, who believes he or she has been subjected to harassment, sexual or otherwise, from co-workers, leaders, or non-employees on company property, or has witnessed such conduct, must report the conduct to his or her leader, or to their center's Human Resource Manager. Upon receiving A complaint ***ETECH*** will immediately investigate. All components of the investigation will be held confidential to the extent practical in light of the need for an effective investigation. All employees are expected to cooperate fully in an investigation of harassment. If it is determined harassment has occurred, appropriate action will be taken, up to and including separation. To the maximum extent possible, all information will be treated in a confidential manner, and the identity of the reporting employee will be protected. Involvements in wrong doing or valid discovery orders from courts or regulatory agencies are examples where confidentiality might not be guaranteed.

Have You Witnessed Inappropriate Behavior?
Employee Responsibilities

ETECH expects all employees within the Company to conduct themselves in an appropriate manner. ***ETECH*** policy prohibits any employee from acting in a way that may create an intimidating, hostile or offensive work environment for another. Employees, who witness or are subjected to harassment, are required to tell the person or people engaged in such unwelcome behavior to stop. If the behavior does not stop or if an employee does not feel comfortable confronting the individual engaged in the harassing behavior, then employee is required to report the harassing conduct through one of the multiple channels like talking to their supervisor, or talking with HR Manager or talking to any of the ICC employee.

Non-Retaliation Protection

This policy is defined as an employee who reports activity that s/he believes in good faith to be illegal, dishonest, discriminatory, or fraudulent or otherwise violates a company policy. ***ETECH*** strives to provide a positive, productive work environment in which employees are encouraged to report issues

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and concerns about their work environment. If an employee has knowledge of or information that illegal, dishonest, discriminatory, or fraudulent activity has occurred, the employee is to contact her/his immediate supervisor or Human Resources to report the activity or incident.

Employees that report inappropriate behavior, protections are provided against retaliation. ***ETECH*** employees are prohibited from retaliation against or any form of harassment of an individual who reports a concern in good faith. Any employee who engages in retaliation or harassment against a reporter may be subject to corrective action up to and including Separation. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as Separation, compensation reductions, or poor work assignments, or threats of physical or mental harm. Any employee who believes s/he is being retaliated against must contact HR for review.

The right of an employee for protection against retaliation does not include immunity for any personal wrongdoing that is found to exist following an investigation. All reports of illegal, dishonest, or fraudulent activities should be promptly submitted to Human Resources, which is responsible for investigating and coordinating corrective action. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing may be subject to corrective action up to and including Separation.

THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE:

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 is a legislative act in India that seeks to protect women from sexual harassment at their place of work.

Sexual Harassment" includes anyone or more of the unwelcome acts or behaviour (whether directly or by implication). Therefore, workplace harassment is defined as harassment that occurs while at work, on business or during an employer sponsored event.

- **Quid Pro Quo (literally 'this for that')**
- **Hostile Work Environment**

Aggrieved woman: The definition of "aggrieved woman", who will get protection under the Act is extremely wide to cover all women, irrespective of her age or employment status, whether in the organized or unorganized sectors, public or private and covers clients, customers, and domestic workers as well

Workplace definition: While the "workplace" in the Vishakha Guidelines is confined to the traditional office set-up where there is a clear employer-employee relationship, the Act goes much further to include organizations, department, office, branch unit etc. in the public and private sector, organized and unorganized, hospitals, nursing homes, educational institutions, sports institutes, stadiums, sports complex and any place visited by the employee during the course of employment including the transportation. Even non-traditional workplaces which involve tele-commuting will get covered under this law

Unwanted Behavior:

- Making sexually suggestive remarks or innuendos.
- Serious or repeated offensive remarks, such as teasing related to a person's body or appearance.

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- Offensive comments or jokes.
- Inappropriate questions, suggestions or remarks about person's sex life.
- Displaying sexist or other offensive pictures, posters, mms, SMS, WhatsApp, or e-mails.
- Intimidation, threats, blackmail around sexual favors.
- Threats, intimidation or retaliation against an employee who speaks up about unwelcome behaviour with sexual overtones.
- Unwelcome social invitations, with sexual overtones commonly understood as flirting.
- Unwelcome sexual advances which may or may not be accompanied by promises or threats, explicit or implicit.
- Physical contact such as touching or pinching.
- Caressing, kissing or fondling someone against her will (could be considered assault).
- Invasion of personal space (getting too close for no reason, brushing against or cornering someone).
- Persistently asking someone out, despite being turned down.
- Stalking an individual.
- Abuse of authority or power to threaten a person's job or undermine her performance against sexual favors.
- Falsely accusing and undermining a person behind closed doors for sexual favors.
- Controlling a person's reputation by rumormongering about her private life.

Internal Committee:

- The Complaints Committees have the powers of civil courts to gather evidence
- The Committee is required to complete the inquiry within a time period of 90 days. On completion of the inquiry, the report will be sent to the employer or the District Officer, as the case may be, they are mandated to take action on the report within 60 days
- The inquiry process under the Act should be confidential

The Act requires employers to conduct education and sensitization programs and develop policies against sexual harassment,

ETECH has an **Anti-Sexual Harassment Internal Committee** in place which in case of any sexual harassment has to investigate and share finding with governing bodies. The IC~~C~~ shall ensure keeping provision of secrecy, and the name of the victim is never disclosed.

Etech's culture is **RESPECT**. We should respect our co-workers, our customers, and our clients. ETECH is committed to maintaining a work environment free from unlawful conduct, including conduct which rises to the level of unlawful harassment, including sexual harassment.

ETECH has ZERO TOLERANCE for harassment of any sort- verbal, physical, & visual. ETECH does not support gender Biasness. Etech has Harassment Prevention Policy for all employees.

Please refer to the Handbook Addendum to know more about Internal Committee

LEADERSHIP FRATERNIZATION PREVENTION POLICY:

The purpose of adopting an anti-fraternization policy is to avoid sexual harassment liability. There are two kinds of sexual harassment: quid pro quo and hostile environment. In quid pro quo, the submission to or rejection of unwelcomed conduct by an individual is used as the basis for

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employment decisions affecting such individual. Hostile work environment is the circumstance in which such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

An Etech leader who contemplates or becomes romantically involved with someone s/he supervises or reports to, exposes herself/himself and the company to charges of favoritism, improper use of authority, and possibly a hostile workplace and/or sexual harassment. It is imperative that a supervisor does not have a romantic relationship with a subordinate directly reporting to him/her.

In order to avoid the dangers of management fraternization with a subordinate employee, and to help prevent even the appearance of improper conduct, it is ***ETECH***'s policy that any employee who has another employee reporting directly to her/him shall not fraternize with that employee. The fraternization prohibited by this policy includes dating, romantic involvement, sexual relations, or the exchange of gifts or other affections. ***ETECH*** does not intend this fraternization policy to otherwise discourage friendship or social activities among company employees.

This policy applies to all Etech employees. Should a personal relationship prohibited by this policy be contemplated, the supervisor or manager involved is required to notify her/his manager immediately. In addition, Human Resources must be notified. Where a personal relationship prohibited by this policy exists, ***ETECH*** shall take whatever action it believes is necessary to remove the parties from any continued direct supervisory lines of authority between them. The company recognizes that the question of whether a relationship constitutes fraternization or simply a social relationship is a very personal issue. However, because of the potential for inappropriate conduct or even the appearance of it, leaders are encouraged to bring any questions regarding fraternization to the attention of her/his supervisor and Human Resources. This fraternization policy in no way constitutes a contract of employment and does not alter, modify, or otherwise change the employees' at-will employment relationship with the company.

LITTERING:

Keeping the workplace clean and litter free is of utmost importance to all employees. Waste receptacles are located throughout the building. Employees found littering on the premises, including exterior of the building and parking lots will be subject to disciplinary action.

TOBACCO FREE ENVIRONMENT:

ETECH is dedicated to providing a healthy, comfortable, and productive work environment for its employees. With this goal in mind, the use of any tobacco products is prohibited throughout company facilities.

SUBSTANCE ABUSE POLICY:

Creating a healthy and safe work environment is a top priority of ***ETECH***. This substance abuse policy has been established to help keep employees healthy, productive, and free from injury.

This policy reflects our commitment to our employees and our belief that drug and/or alcohol abuse poses a serious risk, not only to the individual but to other employees and our future as well. In addition to emphasizing the belief that safety and health are essential, the policy also underscores

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our firm commitment to a drug-free workplace. As a condition of continued employment with ***ETECH*****,** each employee must abide by the terms and conditions set forth in this policy. ***ETECH*** reserves the right to
amend or modify its drug-free workplace policy and drug testing policy at its sole and absolute discretion as deemed necessary in order to ensure a workplace environment free from drug abuse and to comply with all applicable state and national laws.

Reasons for *ETECH* Drug Screen:

ETECH reserves to have the employees complete a standard drug screen for the following reasons:

- Pre-employment
- Random
- Arrests
- Suspicious behavior that has been reported to Human Resources Leadership promotions

Pre-Employment Screening:

All entering employees are subject to a test for illegal drugs and controlled substances after a conditional offer of employment has been made. In the event that said test results reflect use of a prohibited substance, the offer of employment will be withdrawn. If additional screening is required to join a specific program, the employee will be notified.

Condition of Employment:

Compliance with the screening/search procedures required by ***ETECH*** is a condition of continued employment. Employees who refuse to cooperate with screening/search procedures will not be forced to comply, but failure to comply will be considered cause for Separation. Furthermore, falsifying or attempting to falsify a sample used or to be used for testing under this policy will be considered causer for Separation of an employee or withdrawal of a conditional offer of employment.

Incident on Duty:

Any ***ETECH*** employee who becomes involved in any incident affecting persons or property while on ***ETECH*** premises or while conducting ***ETECH*** business will be asked to submit to alcohol and/or drug screening and search. As a part of the investigation of any accidents that occur on the job, employees working in any area of a job related incident may be subjected to drug and/or alcohol screening. Anyone involved in a compensable accident or incident involving an on-the-job injury to the employee or to others or requiring outside medical treatment or attention will be required to take a drug test.

Reasonable Cause Testing:

If any employee on company business or company premises is observed to be in an unfit condition (not capable of performing work in a safe or effective manner), or if ***ETECH*** has information about an employee's conduct that leads management, in conjunction with the HR Manager, to the employee is under the influence of alcohol or drugs, s/he may be asked to submit to alcohol and/or drug screening and/or searching. When there is reasonable evidence to suspect an individual reporting to work is impaired or suspected of using or being under the influence of drugs or alcohol while on Employer property. ***ETECH*** reserves the right, based upon an observed behavior or other reasonable-grounds or information, to request an employee to submit to alcohol testing when an employee is using alcohol to the extent it would affect their ability to perform their job and/or to affect the safety of themselves or others.

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For "cause" testing may be required of any employee in the event of the following:

- Irrational or unusual behavior
- On the job injury, accident, negligence or carelessness, threats to the life or well-being of any ***ETECH*** employee or customer
- Credible reports or credible evidence or observance of drugs or alcohol use, transfer, sale or possession while at work or on ***ETECH*** business
- Reporting to or remaining at work in an apparently unfit condition
- Anyone who suspects an ***ETECH*** employee under the influence must contact the Human Resource Manager
- HR Manager will arrange transportation of employee to testing facility

Random Drug Screening:
Everyone at ***ETECH*** is subject to testing at anytime on a random basis as a term and condition of continued employment. Random testing is conducted facility-wide, and is administered by an appropriate testing facility.

Promotions into leadership:
All employees entering into a management position may be subject to testing for illegal drugs and controlled substances. In the event test results reflect use of a prohibited substance, the offer of promotion will be withdrawn and the employee will be separated.

Detection & Discipline:
If an employee is under the influence of any prohibited substance or found to be in possession of any prohibited substance or is convicted with respect to possession, or is convicted of any offense from the manufacture, sale or transfer of illegal drugs, the employee will be separated.

Suspected Drug Dealing:
Contact local law enforcement authorities, present the situation to the police and follow their guidance documentation of the incident by immediate leader (to be forwarded to the HR Department). If the results of the alcohol and drug screening reflect the use of prohibited substance, the testing facility will contact the site HR Manager and disclose their findings of the positive result. The HR Manager will then notify the individual of the positive results of the screening and request them to bring in their ID badge and headset. It is the responsibility of the HR Manager to process the Separation ECF for the individual and alert their former leader.

***ETECH* management** should be aware that the misuse of drugs, alcohol, or solvents by employees may come to light in various ways. A manager who suspects one of their employees of having a substance abuse problem must first discuss the matter with the HR Manager. Then, the manager will discuss the matter with the employee, off the operations floor, and try to establish the cause of the problem (although it must be pointed out that individuals with drugs or alcohol problems will often go to great lengths to conceal the situation).
If the employee denies alcohol or drugs are the cause of the problem (whether believed or not), he or she should be treated as any other disciplinary/conduct problem, whichever is judged as appropriate by the manager and/or director.

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Employees must not use, possess, conceal, transport, promote, or sell prohibited, or sell prohibited substances while on company premises, in company vehicles, on client premises or at the work site. Employees must not report for work under the influence of prohibited substances. Employees must not consume alcohol in the office or on site except on approved occasions. Employees who use illegal drugs and abuse alcohol tend to be less productive, less reliable and more prone to greater absenteeism, resulting in the potential for increased injuries, costs and risks to ***ETECH*.**

The use of possession of an illegal drug or of a controlled substance, or the paraphernalia associated with such, on ***ETECH*** premises or outside ***ETECH*** premises on company business is cause for separation. The manufacture, sale, trade, delivery, or knowing transportation of illegal drugs or controlled substances by an employee to another person is cause for separation and for referral to law enforcement authorities. If an employee is convicted with respect to possession or is convicted of any offense arising from the manufacture, sale, or transfer of illegal drugs (whether on or off the job), the employee will be separated. Employees must notify ***ETECH*** of any such conviction within 5 days of the conviction.

Refusal to take a drug test:
If an employee refuses to take a drug test, the employee will be subject to separation.

ALCOHOL ON PREMISES:

Being under the influence of alcoholic beverages while on company premises or irrational behavior during business hours is cause for separation. Carrying Alcohol in the company premises is cause for separation.

PRESCRIPTION DRUGS:

No prescription drugs shall be brought upon Company premises in by any person other than the person for whom the drug is prescribed by a licensed medical practitioner and shall be used only in the manner, combination and quantity prescribed. All prescription drugs must be in the prescription container as given by the pharmacist.

OVER THE COUNTER DRUGS:

Over the counter drugs are appropriate to be brought into the facility as long as the recommended dose is followed.
Over the counter and Prescription:
Even if used as directed, the use or being under the influence of such drug is prohibited to the extent that such use or influence may affect the safety of co-workers or members of the public, the employee's job feel or have been informed the use of such drug may present a safety risk are to report such drug use to his or her leader and/or manger. If it is determined such risk exits, the employee may be required to take a leave of absence or comply with other appropriate action determined by the leader, manager, or management. Any employee, regardless of position, will be subject to periodic testing.

HIRING POLICY:

Objective

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Etech believes that hiring qualified individuals to fill positions contributes to the overall success of the company. Employees are hired with the intent that they will make significant contributions.

The company strives to create and follow fair practices in all aspects of hiring throughout its locations globally. In India, Etech is committed to provide equal opportunity in all aspects of the employer-employee relationship including: recruiting, hiring, upgrading and promotion, conditions and privileges of employment, training, compensation, benefits, transfer, downsizing, demotion and termination of employment without unlawful discrimination because of race, color, religion, national origin, sex, sexual orientation, gender identity or expression, age, veteran status, pregnancy, genetic information, physical or mental handicap. This policy applies to conduct in the workplace, at company functions (on location or off location), in all employment relationships and protects employees at all levels and positions within the Company.

In all locations, Etech complies with all legal requirements applicable to the jurisdictions in which it operates. It is expected that all departments involved exercise sound judgment and apply fair practices throughout all hiring processes.

- In case an employee leaves the organization within 6 months of incremented salary, there incremented amount for up to 6 months will be forfeited from F&F. (Connect with Amit and Guru, check the data for 2 years)

Hiring Process:
In order to hire the most qualified candidates, specific procedures may vary based on the type of position/classification, location, reason for the opening, and urgency to fill the role. A general process for hiring contact center agents and a separate process for non-agent/leadership/admin roles is maintained.

All openings must have proper approval prior to recruiting and offers of employment

Job descriptions are maintained by Human Resources in partnership with the department in which the position exists. Any new job title requires completion and approval of proper job description from Vice President of Human Resources

The requesting department works with the Talent Acquisition department all positions (for agent positions)) to define/clarify qualifications, hiring profile, recruitment strategies, and logistics related to interviewing/onboarding throughout the process as needed. The decision of where to post (internal vs. external or both) resides with the hiring department with guidance from Human Resources and/or Talent Acquisition dependent on the type of position. Postings may be made in both locations concurrently or in only one. There is no requirement to post all positions internally.

Internal Postings:
The Human Resources department coordinates all internal postings at the request of the hiring department. Postings are displayed on the company's intranet portal, TM Web and are also sent on email to all applicable distribution for employees to obtain specifics on the positions as well as application procedures and deadlines. There is no minimum or maximum time requirement for internal postings. Internal Posting will be posted on TM Web India. Employees can apply from TM Web India, under Job opportunities tab.

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- The New Job Opportunities functionality allows employees to apply for newly added internal job applications. Upon clicking on the specific job posting, the employee will be redirected to the job description page.
- Upon clicking on a newly added job, the employee will be redirected to the specific job description page. Here, all the relevant details will be available.
- The employee can then click on the “Apply” button to proceed with applying for the specific role.
- Upon clicking on the “Apply” button, the employee will be redirected to the Career Opportunity Form.
- After completing all the required fields, select the “Submit IJP” button to send all the details
- Upon submitting the form, an acknowledgment pop-up alert will be displayed.
- Employees will be able to see their saved IJP by clicking on the In-progress Forms, and submitted IJP by clicking on the Submitted Form.
- The Disqualification Pop Up will be displayed when any employee reapplies for IJP within six months of working in their current IJP role, as highlighted in the screen below
- The Submitted Forms feature enables employees to view and review the progress of submitted the career form details. This functionality allows employees to keep an eyes on their overall progress on their IJP.

Note:

- Employees adhering to the clean desk policy, If you do not have permission to upload, then one must save your Internal Job Posting (IJP) details, please contact your Supervisor or HR to upload the files on your behalf
- Employees having disciplinary action in past 6 months, will not be able to view the option to apply for the IJP.

In case of any queries or encountered any issues while working on this platform, please drop an email to the following distro lists with appropriate screen:

• ER Team: erteam@etechtexas.com
• Software BA Team: Software.BA@etechtexas.com

The hiring manager is encouraged to schedule interviews directly with the internal candidates, however; Human Resources may also be asked to schedule. Completed interview guides should be submitted to Human Resources for retention purposes.

Job offers:

After a decision has been made to hire a candidate, an offer will be made contingent on the satisfactory completion of required background checks and drug testing.

Background Verification and Drug Test:

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A variety of verification checks will be performed during the hiring or onboarding process. The specific checks vary depending primarily on the country where the center is located, the type of position/classification, and the specific campaign assigned. The most common include:

- Education verification
- Employment verification
- Criminal background check
- Character reference check
- Drug Test

However, additional checks may be used as applicable by law such as credit history, driving record or any other relevant information for the role.

BACKGROUND VERIFICATION:

EMPLOYMENT, CRIMINAL, ACADEMIC, RESIDENTIAL:

For each and every ***ETECH*** employee, the company holds complete right to conduct a background check. Company may check particulars with regards to employees Education, Employment, Criminal Records, and other details may also be checked. Employee must authorize ***ETECH*** management to conduct any background check on their behalf. An employee for whom back ground verification is done, should not hold ***ETECH*** liable for anything pertaining to this matter. If ***ETECH*** receives a negative report (details provided by the concerned third party which do not match with details provided by employee) about employee, then ***ETECH*** has right to Separate their services without giving her/him any notice

As a condition of employment with ***ETECH***, a criminal background report will be obtained for employment purposes when evaluating eligibility for employment and promotion.

A criminal background report will be requested on any and all ***ETECH***, personnel who will be reassigned to campaigns in which additional criminal background requirements are needed to work or to have access to that campaign information. These reports can vary depending on the individual campaign requirements and nature of security needs. Any offers of employment, promotion, reassignment or retention are contingent upon the successful completion of any and all background investigatory reports as needed.

ETECH reserves the right to amend or modify its criminal background policy at its sole discretion as deemed necessary in order to ensure a workplace environment which is safe and secure for its employees, business associates, visitors and clients.

Disqualification for hiring:

- ***ETECH*** does not hire anyone under the age of 18
- ***ETECH*** does not hire for the following:
  - Sexual Crimes (rape, indecency with a child, aggravated sexual assault, etc.)
  - Fraudulent crimes (fraud, theft, burglary, credit card fraud, identity theft, forgery, etc.)

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- Violent crimes of any kind (assault, terrorist threat, domestic violence, murder, manslaughter, etc.)
- Registered sex offenders.

If any of these crimes are 7 years or older, the person may be considered for employment. ***ETECH*** does not look at the date of arrest, but the conviction disposition date.

APPOINTMENT IN GOOD FAITH:

It must be specifically understood that an employee is appointed with ***ETECH*** based on her/his proficiency on technical/professional skills s/he have declared to possess as per their application for employment and their ability to handle any assignment/job independently. In case, at a later date, any of their statements/particulars furnished are found to be false or misleading or their performance is not up to the mark or falls short of the minimum standard set by the company, the company shall have the right to Separate their services forthwith without giving any notice notwithstanding any other terms and conditions stipulated therein.

ARREST/WARRANT NOTIFICATION:

a. If an employee is arrested or gets a warrant, then Employee/Employee's Family should immediately report about it to their direct supervisor/HR and the direct supervisor must report the arrest to Human Resources within (2) days of the arrest.
b. Before returning to work, the employee must report to Human Resources.
c. Each employee/leader shall promptly notify the HR Manager no later than (2) days of any conviction or legal proceedings.
d. Failure to promptly notify your local Human Resources of such criminal complaints shall result in immediate Separation regardless of when such failure to notify is discovered by ***ETECH***.
e. All ***ETECH*** employees will be required to submit to a drug screen within 24 hours of returning to work, following the notification of an arrest. If at any time an employee does not adhere to the request of the drug screen, the result will be immediate dismissal from the company. It is up to the discretion of the HR Manager of each center to determine if and when the employee is allowed to return to work dependent on the result of the drug screen.
f. Employees of ***ETECH*** who receive deferred adjudication or a conviction for a Criminal Suit will be separated from ***ETECH***.

Legal Issues:

If an employee is a party to any of the legal case which is going on or which may be registered in future, then the employee will not involve ***ETECH*** in any such legal matter. If ***ETECH*** is involved in the legal matter or case, then ***ETECH*** has a right to file a case against that respective employee. In future, if any Criminal legal case is registered against an employee, ***ETECH*** has complete right to Separate her/his services without serving any notice to them.

ETECH's name and Address should not be used in any application submitted to the bank or similar institutions, Educational institutes and/or used as a reference. A prior approval from Human Manager is required to mention ***ETECH***'s name or address in any of the document.

FOOD AND BEVERAGE:

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Eating at workstations may be distracting to customers and/or other employees and may be damaging to equipment. Following eating items are allowed.

ALLOWED	NOT ALLOWED
• Drinks with a lid • Snack size bags of chips, pretzels, crackers. • Snack size bags of raw veggies or fruit (such as carrots, peeled segmented oranges) • Candy bars / candy • Snack cakes (such as small donuts, cupcakes, brownies) **The above mentioned can be carried in transparent container**	• Canned drinks or drink without lid • Hot food from vending machine • Fast food snacks (such as cheese sticks, chicken nuggets, fries, wings) • Any meal type item (such as hot dog, burger, sandwich, chicken, leftovers in plastic container) • Canned tuna, pasta, soup, sausages

To ensure a clean environment, container should not be left unattended and must be taken home at the end of each shift. Etech is not responsible for any lost, stolen, or disposed containers.

Employees will be held responsible for any damages to equipment due to negligence. Costs for such damages may be withheld from the responsible employee's paycheck as deemed appropriate by the management.

There are times when the food will be allowed and this will have to be approved by Director of Operations or Human Resource Leader in written. In all regular circumstances food is only allowed in the Cafeteria.

PERSONAL PHONE CALLS:

Personal calls tie up the lines and prevent business from being conducted. Employees are prohibited at all times from making personal phone calls from the work area during work hours. Telephones are available in designated areas for employees to use. Employees may receive personal phone calls only through the Company receptionist, or through their immediate supervisor. Employees found making or receiving personal phone calls from their workstation during work hours are subject to disciplinary action being initiated.

Use of cellular phones on the operations floor is strictly prohibited. Violation of this policy may result in the employee receiving disciplinary action.

SAFETY ON THE JOB:

ETECH has provided its employees with safe working conditions. All work areas are to be inspected regularly to assure they meet government safety standards. Employees are expected to observe

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safety rules and report any potential unsafe conditions to their leader. ***ETECH*** prohibits the possession of weapons including firearms, knives of any sort and size, explosive devices and any other item that could be viewed as hazardous and threatening.
ETECH is committed to providing a safe and secure working environment that protects its employees, business clients, associates, visitors, as well as ***ETECH*** property, assets, data, and client proprietary information. The burning of candles, perfumed lamps, incense, etc. is not permitted on ***ETECH*** premises.

SAFETY DETAILED PROCEDURES:

Personal Safety and Security

a. Any supervisor who witnesses an accident or security risk will notify Human Resources immediately but stay at the scene of the accident or security risk unless the supervisor feels personally threatened.
b. Any supervisor who has any concern that workplace violence is a possible event should notify
c. the Human Resources department. The supervisor should not make a judgment but notify the HR and they will determine whether observation and/or investigation are recommended.
d. Any supervisor who has staff affected by a serious event or tragedy should contact the Human Resources department.

Personal Injury, Illness, and Accidents

a. Any employee who has an accident or incurs an injury on the job should report the accident to supervisor immediately. Any supervisor who is aware of such an event will work with the employee in order to report the accident to HR. If the employee is reluctant to do so, the supervisor should communicate to Human Resources.
b. Any supervisor or employee who is aware that another employee, guest, or visitor clearly requires medical attention should call HR immediately and remain with the person in need.
c. Supervisors and employees are not to diagnose, treat, or administer emergency medical care to an individual unless they have medical certification for such treatment. Supervisors and employees may not move the ill or injured individual, but efforts may be made to provide privacy, warmth, and comfort for the individual until emergency services arrive.
d. Since all work-related injuries, illnesses and/or accidents are to be reported, supervisors do not need to make a judgment call as to whether a Mediclaim is appropriate. HR Management team is responsible for workers' Mediclaim administration and ensures that the appropriate forms are filed on a timely basis in accordance with applicable state law.

<u>Basic Office Safety Expectations for all employees:</u>

a. Horseplay will not be tolerated. Rarely is serious bodily harm intended when employees are playing around, however, severe injuries and even fatalities, have resulted because of horseplay
b. Get your personal spills cleaned up promptly with the help of facility team
c. Keep aisles, exits, and doorways clear at all times
d. Report to your supervisor all defects such as loose tiles, broken steps, torn carpeting, loose or curled mats, or inadequate lighting immediately

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e. Step stools or ladders will be used when retrieving anything above shoulder level. Furniture, cardboard boxes, upturned trash bins, and office chairs are not acceptable ladder substitutes
f. Do not stand or sit on desks (not even when trying to communicate instructions to the team)

CHILDREN/VISITORS/FAMILY MEMBERS IN THE WORKPLACE AND DURING INTERVIEWING:

The company along with their branch locations values an atmosphere fostering a healthy balance between workplace obligations and family matters. However, we support and mandate a conducive work climate, and as such, do not endorse employees bringing children (under age of 16) to office. Minors (under age of 16) are not permitted in the workplace unless prior approval is taken from Human Resources Manager or the company is sponsoring special programs such as "Take your Child to Work Day". In these cases, a document will need to be signed indicating the parent or employee will assume full responsibility for the well being of the child and the adequate completion of his or her professional duties. It is up to the discretion of management to waive approval due to the below:

Request Procedures for Children:

1. Employee work site must be hazarded free (i.e. no heavy or dangerous equipment, no contact with confrontational situations, etc.)
2. Employees must submit a request to their immediate supervisor and receive prior supervisory approval from HR
3. The manager with the assistance of HR reserves the right to ask children, family members and friends to leave if they become disruptive to any employee or to the workplace

Visitors/Family Members/Friends

Frequent presence of visitors, friends and family members during the work hours is unacceptable for the following reasons: may cause decreased productivity, health and safety issues to the visiting party and the company as well as liability to the organization.

This policy does not intend to prohibit family members, minors, dependents and friends from attending special functions the company is sponsoring. Visitors, family members, children, and friends are welcome to visit the workplace on an occasional basis for brief visits. Employees should be aware that requesting fellow employees to watch their children while interviewing or at work is strictly prohibited and is cause for disciplinary measures up to separation.

Interviewing

Applicants and employees are strictly prohibited to bring children to the workplace while interviewing. We request our interviewing and application process should not be interrupted. We ask all applicants to arrange proper childcare before accepting an interview or while in the application process. The company is not responsible for the care of any children entering the workplace or while on company property. If at any point, disruption takes place, the company's management or a member of the HR team may ask for the parent/employee/applicant to leave with the child and return when adequate childcare is provided.

SOLICITATION:

In order to ensure efficient operation of our business, it is necessary to strictly enforce our Company's solicitation policy, distribution, and the position of information within ***ETECH***. Non-employees, which

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include dependents of ***ETECH*** employees, are prohibited from soliciting at ***ETECH*** at any time. ***ETECH*** employees and persons who are not employed by ***ETECH*** are prohibited from the following:

1. Solicitation for subscriptions, pools of any type, food, sales of merchandise or services, etc., during work time on ***ETECH*** property.
2. Solicitation is prohibited via other corporate communication channels including the internet or voicemail.
3. Distribution of posting of unauthorized literature, publications, or postings whether written, printed, or graphic (in any media) on any ***ETECH*** property or buildings is prohibited.
4. Causing litter on the Company premises at any time with the distribution of approved or unapproved solicitations.

In specific instances HR may approve certain solicitations that are submitted in writing. All solicitations are at the discretion of the HR Manager. Please submit all requests to the Human Resources.

POSTING ON BULLETIN BOARD:

Bulletin boards are for the posting of information of company-wide interest, including notices that by law must be displayed. Information posted is restricted to non-controversial material. The Human Resources department must provide approval to place notices, or remove material from the bulletin boards. Information posted on the bulletin board(s) should include a removal date. The person or organization making the posting is responsible for removal of the posted material.

PROTECT THE PROPERTY:

PERSONAL PROPERTY:

It is the responsibility of each employee to take care of her/his personal belongings. If an employee has items that employee considers valuable, such items are better left at home or otherwise secured when employee is away from her/his workstation. ***ETECH*** will assume no liability for loss of personal property, no matter what the item is.
Lockers and Mobile storage Counters are provided for the convenience of the employees, ***ETECH*** assumes no liability for loss or damage of items stored over there.

ETECH PROPERTY:

Employees will be issued items that are ***ETECH*** property for their use during employment. It is the responsibility of the employee to maintain these pieces of equipment, and in the event that any of the items are lost or stolen while being assigned to the employee, the cost of replacement for the items will be borne by the employee. Company property issued to an employee should be returned at the time of separation in the same condition it was issued. If the issued items are not returned by the stipulated time or are found damaged at the time of return, then the cost of equipment will be deducted from the employee's pay. Items of issue may include but are not limited to:

Voice Headset	Rs. 5,000/-
Access/Attendance Card	Rs. 75/- (Rs. 50/- Deposit)
ID Card	Rs. 75/-

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Adaptor/Converter	Rs. 3000/-
Locker Keys	Rs. 100/-
Mobile Token	Rs. 100/-

- If after two years of using the Voice headset and the headset is broken through normal wear and tear, the cost of replacement will be automatically waived and ETECH will issue new headset.
- In case the headset was damaged by an employee, damages will be borne by employee.
- Employees who leave due to Resignation/Separation and haven't surrendered the headset will be charged from their final paycheck.

ATTENDANCE / ACCESS & IDENTITY CARD POLICY:

Identity card along with Access Card will be issued to each and every new employees. During the tenure of employment with company the employee has to keep the ID Card and Access Card with them and as a deposit company will deduct Rs. 50/-. In the event of lost, damage, misplaced or stolen, the company will charge the employees Rs. 75/- as replacement cost for ID card and Access card each.

In the event of employees leaving the company or being separated from the company, it is expected from employees that they submit the ID Card along with Access Card in working condition; in the event of non-submission or submission, but not in working condition, the charge will be levied to the employees and proper deduction will be made from the employees final pay check.
Identity Cards are to distinguish an employee from a visitor of ***ETECH***. All individuals must wear the Identity Card visibly once they enter ***ETECH***. Failing to do so, the security guard will not allow that individual to enter the company premises. Employees who do not present an Identity Card will not be allowed into the facility.

ADAPTOR/CONVERTOR POLICY:

Employee will be responsible to manage the pieces of equipment assigned to them in order to perform their duties, and they have to sign the Head Set Policy while they receive the headset from ETS Dept. If in unfortunate circumstances, it gets damaged, misplaced, lost or stolen, the replacement cost has to be borne by the employees; the cost of adaptor/converter will be Rs.3000/-

If the headset is lost, broken or stolen, the employee will need to replace it at the cost for adaptor/converter Rs.3000/-.

If after three years of using the adaptor/converter, the adaptor/converter is broken through normal wear and tear, the cost of replacement will be automatically waived. If prior to three years, the adaptor/converter is broken through normal wear and tear the Account Leader has authority to waive replacement cost.

Employees who leave due to Resignation/Separation and haven't surrendered the adaptor/converter will be charged from their final paycheck the replacement cost @ Rs.3000/- depending on their placement.

LOCKER POLICY:

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The lockers are made available for employee to use inside ***ETECH*** premises after successful completion of classroom training. These lockers are made available to employees to keep their company property during their tenure with ***ETECH***. ***ETECH*** is not liable for any loss of / damage to property kept in the locker. An employee who uses a locker that is the property of the company is presumed to have no expectations of privacy with respect to that locker or the locker's content. At time of allocating a locker to an employee, a locker key would also be given to the employee. If locker key is lost, broken or stolen, the employee will need to replace it at the cost for Rs.100/-.

For most of the Operations Leaders, the lockers are allotted at their desk. For Non Operations Employees / Departments, the lockers and/or drawers are made available at their designated desks.

Locker Rules:
In order to implement the ***ETECH*** Locker policy concerning employees' lockers, the ***ETECH*** management adopts the following rules and regulations:

i. LOCKS: ETECH will retain access to employees' lockers by keeping a master list and retaining duplicate keys. An employee may not use their own locks to prevent access to lockers and any unauthorized locks may be removed without notice and destroyed.

ii. USE OF LOCKERS: An employee may keep personal items necessary for use at workplace, but the lockers are not to be used to store items which cause, or can reasonably be foreseen to cause, an interference with ***ETECH*** purposes, or which are forbidden by company policy.

iii. LOCKER KEY: Locker Key remains the property of ***ETECH***; it cannot be copied, sold or lent to another person/employee of ***ETECH***. If an employee reports their locker key as lost, ***ETECH*** will issue a new locker key and the amount will be deducted from the next pay of the employee. The locker key must be given back to the immediate supervisor at the time of resignation/separation. If not, the amount will be deducted from the final pay.

iv. AUTHORITY TO INSPECT: ***ETECH*** reserves the right to inspect the locker and its contents to ensure that the locker is being used in accordance with its intended purpose, and to eliminate firearms such as cigarette lighter, matchbox, incense sticks or other hazards; food/drink items to maintain sanitary conditions; attempt to locate lost or stolen materials such as weapons, illegal drugs, tobacco, or alcohol; or any other material forbidden by ETECH.

MOBILE TOKEN POLICY (AS APPLICABLE):

Any employee who brings in the mobile with her/him shall have to deposit it to Security Guard, and in return they will receive a Token which an employee has to show at the time of collecting their mobile from the security. If any employee loses/damages/misplaces the token, they will have to pay Rs. 100 as replacement cost for the token.

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Employees are advised not to bring their cell phones to office; if they do so, then management is providing the facility to store their phones at Security Desk. But in this case, management does not take any liability of loss or damage caused to the phone.

OPEN LINE PROCEDURE:

The purpose of the OPEN LINE is to provide a multi-step procedure if needed to resolve any problems as quickly as possible for company employees.

The **OPEN LINE** procedure may have up to four steps; however, the issue can be resolved at any step. It is important for ***ETECH*** to resolve any concerns an employee may have, consequently, based on thorough investigation the employee's request using the open line procedure may or may not be granted.

Employees must provide Human Resources with a written overview of the concern or issue. It is important to keep human resources informed during open line process. Human resources will ensure that closure is provided during process with employee's leader.

STEP 1:

The individual must speak with the immediate leader. It is the leader's responsibility to obtain all the facts and attempt to settle the matter satisfactorily.

RESULT: The leader will provide the employee with a verbal or written response within one week of reviewing the open line inquiry.

STEP 2:

If the employee is uncomfortable discussing the matter with their immediate leader or is not satisfied with the response from step one then the employee must submit a signed written inquiry to their leader's leader (i.e. the Account Leader or the leader of the employee's immediate leader). This should be submitted within one week of receiving a response from Step 1.

RESULT: The leader will provide the employee with a verbal or written response within one week of reviewing the open line inquiry.

STEP 3:

If the employee is not satisfied with the result from step two, employee may submit a signed written inquiry to the Director of their department within one week of receiving an answer to Step 2.

RESULT: The leader will provide the employee with a verbal or written response within one week of reviewing the open line inquiry.

STEP 4:

If the employee is not satisfied with the result for step three, a signed written inquiry must be submitted within one week to the Executive that oversees their department.

RESULT: The leader will provide the employee with a verbal or written response within one week of reviewing the open line inquiry.

Note:

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I. Employees with a common concern should submit separate OPEN LINE inquiries in order to receive individual attention as well as an individual response for which the procedure is designed.
II. Problem solving/making suggestions are to the benefit of all of us at ***ETECH***. Thus, no employee will be discriminated against or penalized for attempting to resolve complaints through this procedure.
III. Under the OPEN LINE procedure, any inquiry that is submitted in writing will receive a written response and it will be handled in a confidential manner.
IV. All other concerns for former employees, those calls must go directly to human resources**.**

ANTI-BRIBERY AND CORRUPTION POLICY:

Etech has zero tolerance for bribery and corruption and is committed to acting professionally, fairly, and with integrity in all business dealings and relationships.

Scope: This policy applies to all employees, directors, officers, consultants, contractors, trainees, interns, agents, and any other persons associated with the company (collectively referred to as "employees").

Key Definitions:

- Bribery: Offering, promising, giving, accepting, or soliciting anything of value to influence the actions of an individual holding a public or private position of trust.
- Corruption: Abuse of entrusted power for private gain.

Policy Details:

1. Prohibition of Bribery and Corruption:

- Employees must not engage in any form of bribery, whether it be direct or indirect, through a third party.
- Employees must not offer, give, or receive any gift or hospitality that could be perceived as a bribe. Gifts and hospitality must be reasonable, proportionate, and not intended to influence business decisions that can range from small to more significant costly gifts. Acceptable and nominal gifts may include items such as pens, calendars, mugs, or other branded merchandise. Occasional, gifts given as a gesture of goodwill during holidays or special events (e.g., a box of chocolates, flowers). Reasonable hospitality gifts may include meals or refreshments offered during business meetings that are modest and reasonable in cost. Invitations to cultural or sporting events if they are part of building professional relationships and are not intended to influence decisions. Acceptable gifts may also include a token of appreciation, such as certificates, plaques, or trophies given for appreciation or recognition, without monetary value.

2. Third-Party Relationships:

- Due diligence must be conducted on all third parties to ensure they comply with anti-bribery and corruption laws.

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3. Record-Keeping:

- Accurate records must be kept by the gift-giver of all transactions, expenses, and other business activities to demonstrate compliance with anti-bribery and corruption laws.
- Falsifying records or concealing information related to bribery or corruption is prohibited.

4. Reporting and Whistleblowing:

- Employees are encouraged to report any concerns or suspicions of bribery or corruption promptly.
- Reports can be made through the company's Human Resources Department and/or Compliance Officer.
    - Michael Smith, Director of Compliance/Data Privacy Officer/:936-559-2017
    - The company will investigate all reports thoroughly and take appropriate action.

5. Consequences of Non-Compliance:

- Violations of this policy will result in disciplinary action, which may include termination of employment. The company reserves the right to take appropriate legal action and to report any incidents to the relevant local, state, or federal authorities, as necessary.
- The company reserves the right to terminate contractual relationships with third parties who breach this policy.

Responsibilities:

- Employees: Must comply with this policy and report any instances of bribery or corruption.
- Management: Must ensure employees understand and comply with this policy.
- Compliance Officer: Responsible for reviewing and this policy, conducting investigations with the partnership with Human Resources, and confirming through annual inspection that the policy is reviewed with all employees during the onboarding process.

Policy Distribution and Review:

- Distribution: This Anti-Bribery Policy will be provided to all employees by HR during the employee's orientation process to ensure they understand the company's expectations and commitments from the onset of their employment. Additionally, new leaders will receive this policy during the New Leader Assimilation program to reinforce the importance of ethical conduct and compliance.
- Annual Review: To ensure ongoing relevance and compliance with any changes in regulations or business practices, this policy will be reviewed and updated annually. The review will take place each January, and any significant changes will be communicated to all employees promptly.

ELECTRONIC COMMUNICATIONS:

This policy defines the technical controls and security configurations users and Information Technology administrators are required to implement in order to ensure the integrity and availability of the data environment at ***ETECH***. It serves as a central policy document with which all employees

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and contractors must be familiar, and defines actions and prohibitions that all users must follow. The policy provides ***ETECH*** with policies and guidelines concerning the acceptable use of ***ETECH*** technology equipment, e-mail, Internet connections, voice-mail, facsimile, future technology resources and information processing. The policy requirements and restrictions defined in this document shall apply to network infrastructures, databases, external media, encryption, hardcopy reports, films, slides, models, wireless, telecommunication, conversations, and any other methods used to convey knowledge and ideas across all hardware, software, and data transmission mechanisms. This policy must be adhered to by all ***ETECH*** employees or temporary workers at all locations and by contractors working with the ***ETECH***.

ETECH's continuous review of security plan includes: assess, implement change or updates when warranted, educate, monitor, and correct. The information technology department designee owns the capabilities of locating and cataloging sensitive information stored throughout the enterprise. Information technology will regularly monitor and control the movement of sensitive information across enterprise networks and monitor and control the movement of sensitive information on end-user systems.

Use of Company computers, networks, and internet access is a privilege granted by executive department head and may be revoked at any time for inappropriate conduct carried out on such systems, including, but not limited to the following conduct expectations:

- Making unauthorized copies of Company files or other Company data
- Destroying, deleting, erasing, or concealing Company files or other Company data, or otherwise making such files or data unavailable or inaccessible to the Company or to other authorized users of Company systems
- Misrepresenting oneself or the Company
- Violating the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way
- Engaging in unlawful or malicious activities
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the Company's networks or systems or those of any other individual or entity
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages
- Sending, receiving, or accessing pornographic materials
- Becoming involved in partisan politics
- Causing congestion, disruption, disablement, alteration, or impairment of Company networks or systems
- Maintaining, organizing, or participating in non-work-related Web logs ("blogs")
- Web journals, "chat rooms", or private/personal/instant messaging
- Failing to log off any secure, controlled-access computer or other form of electronic data system to which you are assigned, if you leave such computer or system unattended
- Using recreational games and/or

Defeating or attempting to defeat security restrictions on company systems and applications.

PRIVACY POLICY:

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No employee shall have any expectation of privacy regarding any personal information, documents, materials, or other personal items kept in any ***ETECH*** provided computer, laptop, tablet, locker, vehicle, desk, file, telephone, cellular phone, smart watches, cell phone gears, Bluetooth® devises, or other ***ETECH***-owned property. ***ETECH*** shall have the right to search and review any files, e-mails, screenshots, websites, etc., maintained or accessed by the employee on any computer provided by ***ETECH*** for the employee's use. ***ETECH*** shall have complete access to any telephone records, cellular telephone logs, or other information maintained on any ***ETECH***-provided cellular or landline telephone. Any ***ETECH***-provided locker, desk, filing cabinet, office, vehicle, or other equipment shall be subject to search at any time by the Employer. Any common areas in ***ETECH*** owned buildings, i.e. break rooms, employee lounges, hallways, conference rooms, production areas, lobbies etc., and may be subject to surveillance for security and safety purposes.

SECURITY ACCESS:

All employees must enter the building through the designated entrance and each employee must utilize their Access ID Card at the time of their entry into the building and must display the card at all times. In the event an employee does not have an Access ID Card at the time of needed entry into the work area, they must register with the Company receptionist and be admitted to the area by their leader or other authorized personnel.

All visitors must register with the security personnel, at which time they will receive a visitor identification card must be displayed on their person while in all ***ETECH*** facilities. Visitors must be accompanied by authorized personnel and have no impact on the productivity of the sales floor. In order to ensure an environment which provides top quality service to our customers and clients, friends, relatives, and children are not to enter the Call Center Sales Floor as this may distracting. It is the responsibility of all ***ETECH*** employees to report any unregistered visitors on the sales floor to a leader. Any employee found to be permitting access for unregistered guests may be subject to disciplinary action up to and including Separation.

SECURITY ACKNOWLEDGEMENT POLICY:

As a condition of employment with ***ETECH***, employees are responsible for following all company guidelines to ensure that the security of ***ETECH*** is maintained. Due to the confidential nature of information, ***ETECH*** employees must follow all rules pertaining to:

1. Ethical Conduct
    - Protecting minor identities
    - Protecting personal information such as: name, address, phone number, email address, and credit card number (if required) will not be shared with any third parties.
2. Personal conduct as stated in the ***ETECH*** Handbook
3. Electronic Communications as stated in the ***ETECH*** Handbook
4. Criminal background investigations (Pre-employment qualifications)
5. Security Access as stated in the ***ETECH*** Handbook

Employees must treat all information as confidential and proprietary, and cannot disclose information.

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BRING YOUR OWN DEVICE (BYOD) POLICY:

Applicable for leaders or those that correspond with clients via any communication device (per department head request).

This document provides policies, standards, and rules of behavior for the use of personally-owned smart phones and/or tablets by employees of ETECH (ETECH) and affiliates to access ETECH resources and/or services. Access to and continued use is granted on condition that each user reads, signs, respects, and follows ETECH's policies concerning the use of these resources and/or services.

This policy is intended to protect the security and integrity of ETECH's data and technology infrastructure. Limited exceptions to the policy may occur due to variations in devices and platforms.

Expectation of Privacy

ETECH will respect the privacy of your personal device and will only request access to the device by technicians to implement security controls or to respond to legitimate discovery requests arising out of administrative, civil, or criminal proceedings. This differs from the policy for ETECH provided or subsidized equipment and/or services, where employees do not have the right, nor should they have the expectation, of privacy while using equipment and/or services.

Acceptable Use

The company defines acceptable business use as activities that directly or indirectly support the business of ETECH and its affiliates.
The company defines acceptable personal use on company time as reasonable and limited personal communication or recreation, such as reading.

Devices may not be used at any time to:

- Store or transmit illicit materials
- Store or transmit proprietary information
- Harass others
- Engage in outside business activities

Employees may use their mobile device to access the following company-owned resources:

- Email
- Calendars
- Contacts
- Documents

ETECH has a zero-tolerance policy for texting or emailing while driving and only hands-free talking while driving is permitted.

Devices and Support

The following devices are supported:

- iPhone (as applicable)
- iPad
- Android

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- Windows Devices

Connectivity issues are supported by the ETS Help Desk who may be contacted by Phone or Email; employees should contact the device manufacturer or their carrier for operating system or hardware-related issues.
Devices must be presented to ETS for proper job provisioning and configuration of standard apps, such as browsers, office productivity software and security tools, before they will be granted access to the network.

Security

- In order to prevent unauthorized access, devices must be password protected using the features of the device. ETECH's network infrastructure is configured to only accept complex password rules and a strong password is required to access the company network.
- The company's strong password policy is: Passwords must be at least eight characters and a combination of upper- and lower-case letters, numbers and symbols. Passwords will be rotated every 90 days and the new password cannot be one of 15 previous passwords.
- The device must lock itself with a password or PIN if it is idle for five minutes.
- Rooted (Android) or jailbroken (iOS) devices are strictly forbidden from accessing the network.
- Smartphones and tablets that are not on the company's list of supported devices are not allowed to connect to the network.
- Smartphones and tablets belonging to employees that are for personal use only are not allowed to connect to the network.
- Employees' access to company data is limited based on user profiles defined by ETS and automatically enforced.
- The employee's device may be remotely wiped if:
    - The device is lost or stolen.
    - The employee terminates his or her employment.
    - ETS detects a data or policy breach, a virus or similar threat to the security of ETECH's data and technology infrastructure.

Risks/Liabilities/Disclaimers

- While ETS will take every precaution to prevent the employee's personal data from being lost in the event it must remote wipe a device, there are no guarantees the personal data will not be removed and it is the employee's responsibility to take additional precautions, such as backing up email, contacts, etc.
- ETECH reserves the right to disconnect devices or disable services without notification.
- Lost or stolen devices that have access to ETECH systems must be reported to the Help Desk immediately and no later than 24 hours. Employees are responsible for notifying their mobile carrier immediately upon loss of a device.

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- The employee is expected to use his or her devices in an ethical manner at all times and adhere to ETECH's acceptable use policy as outlined above.
- The employee is personally liable for all costs associated with his or her device.
- The employee assumes full liability for risks including, but not limited to, the partial or complete loss of ETECH and personal data due to an operating system crash, errors, bugs, viruses, malware, and/or other software or hardware failures, or programming errors that render the device unusable.
- ETECH reserves the right to take appropriate disciplinary action up to and including termination for noncompliance with this policy.

WORK FROM HOME GUIDELINES:

Bring Your Own Device (BYOD) Acknowledgement for Work from Home Positions/Campaigns:

Applicability

This policy forms part of the corporate governance framework. It is particularly relevant to employees who wish to use their personally owned devices for work purposes. This policy also applies to third parties acting in a similar capacity to our employees whether they are explicitly bound (*e.g.*, by contractual terms and conditions) or implicitly bound (*e.g.*, by generally held standards of ethics and acceptable behavior) to comply with our information security policies.

In an event that an employee's personal cell phone or electronic device is destroyed or stolen, it is not the responsibility of Etech to replace the item. Etech's agreement is solely based on providing service to your personally owned device. It is the employee's responsibility to resolve matters that are outside of the service agreement.

The employee is responsible for compliance with the full Security BYOD policy which will be provided during Orientation/Training.

****

To be approved for work from home under the Bring Your Own Device policy, **"minimum technical specifications required"** include:

Hardware

- **Processor:** Core i3 or higher
- **RAM:** 4GB or higher
- 128 GB or higher Internal Hard Disk Drive
- **Chat Program** – 3.5mm Audio Headset with Microphone
- **Voice Program** – USB Headset with Microphone – for production (noise-canceling)

.....Column Break.....

Software

- **OS:** Licensed Microsoft Windows 10 Pro or above with the latest approved security updates.

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Note: OS Windows 11 is currently under Etech Security review and for now not eligible for BYOD devices. ss

- Note: Windows

- Microsoft Internet Explorer IE 11.0 or higher

- **Google Chrome** – Latest version

Internet Connection

- **Operations/Non-Operations** - Internet Bandwidth of 40 Mbps - no hot spot or cloud internet.
- **Connectivity –** Wi-Fi will be disabled on the equipment; the User will be required to connect his/her device via a LAN connection

Prior to set up, the Etech IT team will access the device remotely, as scheduled with the candidate, to confirm minimum specs. If minimum specs are not met, consideration for working from home under BYOD policy will cease. Contact information will be provided to the I.T.

To begin working from home under the BYOD policy, after hire and approval of a VPN access, an employee's remote device will have **the following software installed by Etech**. If any client provided portals are required, those will be installed and configured according to client requirements.

Ø FortiEMS VPN Client	**Ø Multifactor Authentication of the VPN Client**
Ø Remote Lock & Remote Wipe	**Ø ThinKiosk (depending on the campaign)**
Ø Trend Micro Full Disk Encryption	**Ø Updated & Patched Operating System**
Ø LS Agent (Lansweeper Client)	

Before getting your device configured by the Etech IT team, one must have all personal data and purchased software & license key backed up personally or removed from the device. While configuration, all unwanted and unauthorized applications & data will be removed and Etech is not responsible for any data/software/license key loss during configuration. The configuration will also disable your CD-ROM and USB ports & your personal user account; you will be provided an Etech User Account. Until your separation from Etech, your device will be under Etech's full control & at the time of Separation/Department/Campaign change/Switching to Etech Equipment, your device will be required to be completely wiped out.

Remote employees will access Etech systems through a secure VPN tunnel. While a remote device is accessing Etech systems through a secure VPN or after disconnection from the VPN tunnel, other software programs, tools, drives, websites, etc., not specifically required for the role in performance or their job functions, will be limited or not accessible due to security protocols.

Etech's Security has the right to audit a remote machine at any time it is connected via the VPN tunnel. Unauthorized deviations to security protocols and/or requirements will result in the removal of the user's VPN credentials and disconnection of the remote device.

If a licensed OS is provided to you by Etech, then at the time of separation you will be responsible to get it deactivated through the Etech IT team, else you can continue using it at a one-time cost of $61.00, deductible during the full and final settlement. Also, if you intentionally or unintentionally register Etech provided OS key with your personal Microsoft account, you will be liable to pay $61.00 for the key.

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In case, if the Operating System (Etech provided or your own) is crashed due to any reason; you would require getting it reinstalled on your own from your local IT store. Etech will only help you remotely in activating the OS per your eligibility.

Etech will be responsible for all Software provided by Etech per your campaign or program requirements. If something goes wrong with these Etech provided Software; Etech will help you in getting these Software fixed.

If any software is owned by you, you could be able to use it, if your campaign or program legitimately requires using it. If something goes wrong with that software, you will be responsible for it. Etech IT team will help in removing all the Etech accesses and applications and providing you with admin access to get it fixed from your local IT store. You will not be able to use the device for work during this period. Once it is fixed, you would require connecting back to the Etech IT team to restore your Etech accesses and applications per your program requirements.

The entire installing procedure of TM Full disk encryption would require 4-5 hours to get the complete hard disk encrypted; time may vary depending upon the health & size of the storage drive. You would require to keep your device switched on during these hours and you will be able to use the device for work. Encryption can process in the background. In case, if the device is restarted or switched off, OS/storage drive may crash, and you will be responsible for the same it would require the complete format of the storage drive and creating new storage partitions, and getting the OS installed again on your own from your local IT store.

Points to consider during Separation/Department/Campaign change/Switching to Etech Equipment:

- If BYOD is under TME-Encryption:
  - The server Admin team will remotely Wipeout the workstation.
  - The NetAdmin team will move the workstation to the Quarantine policy of the FortiEMS.
- If BYOD is under Bit locker Encryption:
  - The NetAdmin team will move the workstation to the Quarantine Policy of the FortiEMS.
  - This policy will block all access to the member workstation. Only Support.etsnetwork.com will work.
  - As the FortiEMS client is password protected users cannot uninstall or kill the process. The user would require forcefully format or reimage the workstation by visiting the local IT store.
- BYOD repair/restore during Separation/Department/Campaign change/Switching to Etech Equipment or BAU:
  - Etech will not be liable to pay any charges incurred by the user for BYOD repair or restoration.
  - BYOD owner would require getting it done by their local IT store.
  - Etech IT team will not assist BYOD system in installing OS/Software.
  - Etech will not be responsible for any data loss on the BYOD.
  - If the user is using BYOD and due to any business reason user needs to switch to Etech equipment or change the BYOD device with another personal device; The BYOD system will need to be Wiped out.

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- For Users using Etech provided OS, they will be required to connect to Etech IT Team (after Separation or Switching to Etech Equipment) to check for Etech provided OS license key, if it is registered or not with your personal Microsoft account.
- You are liable to return all the assets if provided by Etech per your program requirements. If not returned, the charges will be deductible during full and final settlement.
- During separation this complete process may require you to wait for 7-10 days after your last working date.

USE OF ALIAS NAMES:

In order to meet the compliancy requirement as set forth governing the business operations of the organization which performs telemarketing or telecommunications operations, it is necessary that a record be kept of the names of those individuals who are representing the company for which they are employed.

Those names may be either legal names or aliases. It is the practice of the organization that names used by its employees may be either legal names or other names approved and registered by the company for use. Obscene, cartoon, nick names, or unprofessional names may not be used (Bubba, Bugs Bunny, Superman, etc.). Any name other than the legal first name of an individual must be registered, example Robert Lewis Smith must be registered should Mr. Smith use the name Lewis instead of Robert. Names that are used in lieu of the legal name are approved such as "Jack" for John, etc. These names must also be reported for documentation and compliancy purpose.

INTERNET USAGE POLICY:

The **Internet Usage Policy** applies to all employees of ***ETECH*** who have access to computers and the Internet to be used in the performance of their work. All ***ETECH*** work at home representatives are all subject to the guidelines regarding the email/internet policy. Use of the Internet by employees of ***ETECH*** is permitted and encouraged where such use supports the goals and objectives of the business. However, access to the Internet through ***ETECH*** is a privilege and all employees must adhere to the policies concerning computer, email and internet usage.

Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy. All employees are required to acknowledge receipt and confirm that they have
understood and agree to abide by the rules hereunder. Employees (including ***ETECH*** work-at-home representatives, consultants, and contract) are only given access to the internet at their desktop or work station if their job requires it. Authorization for access requires director of operations approval and certification of the user. Use of the internet for anything other than ***ETECH*** business is subject to disciplinary action being taken up to and including Separation. All electronic and telephonic communication systems (including email, internet, voice mail, etc.) and all communication and information transmitted by, received from, passed through or stored in Company systems are the property of ***ETECH*** and as such are to be used solely for job-related purposes.

The use of any software and business equipment (including but not limited to facsimiles, copiers, computers, and copy machines) for private purposes is strictly forbidden unless expressly permitted by a designated manager. Assigned personal passwords should not be given out to anyone. Passwords are changed regularly in order to maintain security. All pass codes are property of ***ETECH***. Employees are not permitted to use a code, access a file, or retrieve any stored communication unless

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authorized to do so or unless they have received prior clearance from an authorized ***ETECH*** representative. The internet is a public network. No company proprietary information will be transmitted via the internet. Individuals should have no expectation of privacy while using the Internet. ***A good rule of thumb is to avoid sending information that you would not want to be seen on the evening news***. In order to reduce risk to the Company's computer and data assets, access to the internet will only be through the approved ***ETECH*** Firewall server.

PROHIBITED COMPUTER, EMAIL, AND INTERNET USAGE:

- ***ETECH*** employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted
- Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role
- All Internet data that is composed, transmitted and/or received by ***ETECH*** computer systems is considered to belong to ***ETECH*** and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties
- The equipment, services and technology used to access the Internet are the property of ***ETECH*** and the company reserves the right to monitor internet traffic and monitor and access data that is composed, sent or received through its online connections
- Emails sent via the company email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images
- All sites and downloads may be monitored and/or blocked by ***ETECH*** if they are deemed to be harmful and/or not productive to business
- The installation of software such as instant messaging technology is strictly prohibited
- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via ***ETECH*** email service
- Using computers to perpetrate any form of fraud, and/or software, film or music piracy
- Stealing, using, or disclosing someone else's password without authorization
- Downloading, copying or pirating software and electronic files that are copyrighted or without authorization
- Sharing confidential material, trade secrets, or proprietary information outside of the organization
- Hacking into unauthorized websites
- Sending or posting information that is defamatory to the company, its products/services, colleagues and/or customers
- Introducing malicious software onto the company network and/or jeopardizing the security of the organization's electronic communications systems
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Passing off personal views as representing those of the organization
- Using another person's password to access the Internet
- Unauthorized break-ins or attempts to break into any computer
- Using ***ETECH*** resources (time/property) for personal gain
- Theft or copying of electronic files without permission of the owner

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- Sending or posting ***ETECH*** confidential materials outside of ***ETECH***. Sending or posting ***ETECH*** confidential materials such of ***ETECH*** to non-authorized personnel
- Using personal email address for work use (copying self on personal yahoo, gmail account, etc.)
- ***ETECH***'s information is proprietary and should be used for business purposes only
- Refusing to cooperate with a reasonable security investigation
- Using the internet or email on Company time for non-productive and/or self-entertainment uses (gambling, games, job searches, face booking, twitter, personal dating services, etc.)
- Access to pornography, obscene, objectionable or otherwise illegal material

Using Company automation systems to access, create, view, transmit, or receive racist, sexist, threatening, or otherwise objectionable or illegal material, defined as any visual, textual, or auditory entity, file, or data, is strictly prohibited. Such material violates the Company anti-harassment policies and subjects the responsible employee to disciplinary action. The Company's electronic mail system, Internet access, and computer systems must not be used to harm others or to violate the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way. Use of company resources for illegal activity can lead to disciplinary action, up to and including dismissal and criminal prosecution. The Company will comply with reasonable requests from law enforcement and regulatory agencies for logs, diaries, archives, or files on individual internet activities, e-mail use, and/or computer use. All non-related websites will be blocked from an agent's workstations at the request of the assigned ***ETECH*** leader and partnering client. The use of USB storage devices will be disabled via group policy in Active Directory at the request of the assigned ***ETECH*** leader and partnering client.

Unless specifically granted in this policy, any non-business use of the Company's automation systems is expressly forbidden.

Email

Email is a critical mechanism for business communications at ***ETECH***. However, use of ***ETECH***'s electronic mail systems and services are a privilege, not a right, and therefore must be used with respect and in accordance with the goals of ***ETECH***. The objectives of this policy are to outline appropriate and inappropriate use of ***ETECH***'s email systems and services in order to minimize disruptions to services and activities, as well comply with applicable policies and laws. This policy applies to all e-mail systems and services owned by ***ETECH***, all email account users/holders at ***ETECH*** (both temporary and permanent), and all company emails records. This includes all web based communications such as Yahoo mail, Yahoo messenger Instant Messenger, MSN mail and MSN messenger or other form of communication. This policy applies to any communication that routes through the ***ETECH*** network or is accessed while on the ***ETECH*** owned network.

Account Activation/Separation

Email access at ***ETECH*** is controlled through individual accounts and passwords. Each user of ***ETECH's*** email system is required to read and sign a copy of this Acceptable Use Policy prior to receiving email access account and password information.

If needed for job performance, employees of ***ETECH*** are assigned an e-mail account. Email access will be terminated when the employee separates their association with ***ETECH*** unless other arrangements

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are made. ***ETECH*** is under no obligation to store or forward the contents of an individual's email inbox/outbox after Separation of their employment.

General Expectations of End Users

Important official communications are often delivered via e-mail. As a result, employees of ***ETECH*** with email accounts are expected to check their email in a consistent and timely manner so that they are aware of important company announcements and updates, as well as for fulfilling business and role-oriented tasks. Email users are responsible for mailbox management, including organization and cleaning. If a user subscribes to a mailing list, he or she must be aware of how to be removed from the list, and they are responsible for doing so in the event that their current email addresses changes. Email users are also expected to comply with normal standards of professional and personal courtesy and conduct.

Appropriate Use

Individuals at ***ETECH*** are encouraged to use e-mail to further the goals and objectives of ***ETECH***. The types of activities that are encouraged include:

- Communicating with fellow employees, business partners of ***ETECH***, and clients within the context of an individual's assigned responsibilities.
- Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
- Participating in educational or professional development activities.

Inappropriate Use

ETECH's e-mail systems and services are not to be used for purposes that could be reasonably expected to cause excessive strain on systems. Individual e-mail use will not interfere with others' use and enjoyment of ***ETECH's*** email system and services. Email used at ***ETECH*** will comply with all applicable laws, all ***ETECH*** policies, and all ***ETECH*** contracts.

The following activities are deemed inappropriate uses of ***ETECH*** systems and services and are prohibited:

- Use of e-mail for illegal or unlawful purposes, including copyright infringement, obscenity, cursing, libel, slander, fraud, defamation. Plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses).
- Use of email in any way that violates ***ETECH's*** policies, rules, or administrative orders.
- Viewing, copying, altering, or deletion of e-mail accounts or files belonging to ETECH or another individual without authorized permission.
- Sending of unreasonably large e-mail attachments. The total size of an individual e-mail message sent (including attachment) should be 500 KB or less. If a zipped file exceeds the 500KB is destined for an external source, then permission from the Director of Information Technology must be obtained.
- Opening an email attachment from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.
- Sharing email account passwords with another person or attempting to obtain another employee's email account password. Email accounts are only to be used by the registered user who is responsible for emails sent from that address.

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- Excessive personal uses of ***ETECH*** email resources. ***ETECH*** allows limited personal use for communication with family and friends, independent learning, and public service so long as it does not interfere with staff productivity, preempt any business activity, or consume more than a trivial amount of resources. ***ETECH*** prohibits personal use of its e-mail systems and services for unsolicited mass mailings, non ***ETECH*** commercial activity, political campaigning, dissemination of chain letters, and use by non-employees.
- Sending threatening messages or inappropriate messages (racially, sexually harassing, etc.).

Monitoring and Confidentiality

The e-mail systems, network and services used at ***ETECH*** are owned by the company, and are therefore its property. This gives ***ETECH*** the right to monitor any and all e-mail traffic passing through its e-mail system and network. This includes all web based email, Instant Messenger, and all related communications traffic that is utilized by means of the ***ETECH*** owned network. While the company does not actively read end-user e-mail, e-mail messages may be inadvertently read by IT staff during the normal course of managing the e-mail system. If ***ETECH*** discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, e-mail records may be retrieved and used to document the activity in accordance with due process.

In addition, backup copies of e-mail messages may exist, despite end-user deletion, in compliance with ***ETECH's*** records retention policy. The goals of these backup and archiving procedures are to ensure system reliability and prevent business data loss.

All users of the e-mail system should use extreme caution when communicating confidential or sensitive information via e-mail. They should keep in mind that all e-mail messages sent outside of ***ETECH*** becomes the property of the receiver. A good rule is to not communicate anything that the sender would not feel comfortable being made public. Individuals should demonstrate particular care when using the "Reply" and "Reply to all" command during e-mail correspondence. To ensure the use of electronic and telephonic communication systems and business equipment is consistent with the Company's legitimate business interests, authorized representatives of ***ETECH*** will monitor the use of such equipment. The Company reserves the right to review any material on an employee's use-account and to monitor fileserver space. This is to assure users are appropriate. Sites visited and the length of time spent at each site will be monitored.

Reporting Misuse

Any allegations of misuse should be promptly reported to the Director of Compliance and Operational Excellence. If you receive an offensive e-mail, do not forward, delete, or reply to message. Instead, report it directly to the individual identified above. Any requests for email tracking (or internet use) must come from the Chief Operating Officer. The Director will handle the matter with utmost confidentiality and information will only be shared with the appropriate person.

Disclaimer

ETECH assumes no liability for direct and/or indirect damages arising from the user's use of ***ETECH's*** e-mail system and services. Users are solely responsible for the content they disseminate. ***ETECH*** is not responsible for any third-party claim, demand, or damage arising out of use the ***ETECH's*** e-mail systems or services.

Failure to Comply

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Violations of this policy will be treated like other allegations of wrongdoings at ***ETECH***. Allegations of misconduct will be adjudicated according to established procedures. Sanctions for inappropriate use on ***ETECH's*** e-mail systems and services may include, but are not limited to, one or more of the following:

- Temporary or permanent revocation of e-mail access;
- Disciplinary action according to applicable ***ETECH*** policies; up to and including Separation;
- Legal action according to applicable laws and contractual agreements.

ETECH takes the privacy of our employees and clients very seriously. To ensure that we are protecting our corporate and client data from security breaches, this policy must be followed and will be enforced to the fullest extent.

DATA SECURITY:

Intent

The goal of this policy is to inform ***ETECH*** employees of the rules and procedures relating to data security compliance. The data covered by this policy includes, but is not limited to all electronic information found in CSR/TSR application interfaces, e-mails, databases, and other media; paper information, such as hard copies of electronic data, employee files, internal memos, etc.

Audience

This policy applies to all employees, management, contractors, vendors, business partners and any other parties who have access to ***ETECH*** and/or ***ETECH*** customer data.

Data Types

ETECH deals with two main kinds of data:

1. **Company-owned data** that relates to such areas as corporate financials, employment records, payroll, etc.
2. **Private data** that is the property of our clients and/or employees, such as social security numbers credit card information, contact information, etc.

Data Classifications

ETECH's data is comprised of four classifications of information:

1. **Public/Unclassified.** This is defined as information that is generally available to anyone within or outside of the company. Access to this data is unrestricted, may already be available and can be distributed as needed. Public/unclassified data includes, but is not limited to, marketing materials, annual reports, corporate financials and other data as applicable. Employees may send or communicate a public/unclassified piece of data with anyone inside or outside of the company.

2. **Private.** This is defined as corporate information that is to be kept within the company. Access to this data may be limited to specific departments and cannot be distributed outside of the workplace. Private data includes, but is not limited to, client customer data, proprietary client data, work phone directories, organizational charts, company policies, and other data as applicable. All information not otherwise classified will be assumed to be private. Employees may not disclose private data to anyone who is not a current employee of the company.

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3. **Confidential.** This is defined as personal or corporate information that may be considered potentially damaging if released and is only accessible to specific groups e.g. program or campaign specific, payroll, HR, etc. Confidential data includes, but is not limited to, social security numbers, credit card information, banking information, contact information, tax forms, accounting data, security procedures, all information received from our clients and other data as applicable. ***ETECH*** considers it a top priority to protect the privacy of our clients and employees. Employees may only share confidential data within the specific department or program/campaign or to a named distribution list according to defined parameters or protocol.

4. **Secret/Restricted.** This is defined as sensitive data which, if leaked, would be harmful to ***ETECH***, its employees, contractors and other parties as applicable. Access is limited to authorized personnel and third parties as required. Secret/restricted data includes but is not limited to audit reports, legal documents, business strategy details and other data as applicable. Secret/restricted data cannot be disclosed by anyone other than the original author, owner or distributor.

It is the responsibility of everyone who works at ***ETECH*** to protect data residing on our internal systems as well as other data systems to which we have access. Specifically, it is the responsibility of the author or creator to classify the data. For documents, the classification shall be annotated in the footer of the document and prominently displayed on the cover page. Even unintentional abuse of classified data will be considered punishable in proportion to the extent and frequency of the abuse.

Responsibilities

All employees are responsible for adhering to the policy and reporting any activities that do not comply with this policy. Management is responsible for ensuring that their direct reports understand the scope and implications of this policy. HR must also ensure that all employees have a signed copy of this policy in their file. Security staff will be monitoring data for any unauthorized activity and are responsible for updating access requirements as needed. Any employee who authors or generates corporate or client data must classify that data according to the criteria outlined above.

Management

For any questions about this policy, or to report misuse of corporate or personal data, please contact security@etechgs.com. The Technology Department will work closely with all organization divisions to ensure proper access is provided to needed systems.

These are the accepted technologies ***ETECH*** utilizes to enforce and ensure data security:

1. Physical Access controls
    a. Physical access to business critical systems (servers, routers, switches, etc.) is strictly enforced and defined within ***ETECH*** Security Standards documentation.

2. Complex passwords
    a. A complexity policy (Security Standards) based on multiple Industry recommended requirements is enforced for ***ETECH*** passwords.
    b. Passwords are required to be changed on a periodic basis. This also has requirements attached that control how often the same password can be used, how often it can be changed, how many changes must occur before a password can be re-used, etc. It is absolutely unacceptable for any user to utilize or modify username and password

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credentials of another individual. Violation of this rule shall be met with disciplinary action up to and including Separation of employment.

3. Login/Logout Scripts employ Group Policies for application control, security control, and any other optional factors for all agent and employee usage.

4. Data Encryption
   a. Sensitive data is written to ***ETECH*** databases using the requested/required levels of encryption (i.e. MD5, PGP, etc.). Currently, data is written internally using MD5 and transferred using PGP with the appropriate encryption key being provided upon delivery of relevant data files and purging of those files from temporary locations.
   b. External customers and some B2B campaigns utilize encrypted VPN tunnels. These tunnels are configured using standard encryption algorithms with most using 1024-bit encryption.

5. Network Access Controls
   a. Employees are grouped into Organizational Units based on geographic locations, campaign, user role, user group necessity, and/or various organizational needs.
   b. Campaigns can be contained within separate VLAN segments based on security requirements.

6. Firewall Protection
   a. ***ETECH*** uses an industry standard enterprise firewall solution for monitoring and safeguarding the perimeter of our network. All changes made to the firewall are audited and controlled. The firewall has built-in intrusion prevention as well as full intrusion detection systems. Logs of these files are to be maintained by the network administration division.

7. Anti-Virus Protection
   a. ***ETECH*** uses an enterprise client/server antivirus solution based on Trend Micro Technology. Copies of the ***ETECH*** Anti-virus policy are located on the department drive under policies and procedures and may also be obtained by sending a request to the DTS division at help@etechgs.com with the Subject: Anti-Virus Policy. There is a parent server for domestic locations and a parent server for the India locations. As a backup to the primary, ***ETECH*** also implements a Linux based antispam/antivirus scan on incoming e-mail.

8. Backup and Recovery

   Data is one of ***ETECH's*** most important assets. In order to protect this asset from loss or destruction, it is imperative that it be safely and securely captured, copied, and stored. ***ETECH*** utilizes Industry standard system-imaging software to create backup images of its enterprise class servers. Backups occur nightly, just after midnight CST, seven days a week. In addition system maintenance such as disk defragmentation, preventive maintenance, etc. will occur in accordance with the Downtime Policy. Department and user directories are part of the backup systems and protected under

   ETECH's Business Continuity Plan. It is the responsibility of each individual to ensure that files considered business critical are copied to ***ETECH's*** network department drive and/or

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user home directories configured on the protected network shares. Files not contained within these areas and held at the local machine are not backed up. In the event an individual workstation crashes or becomes infected, the machine will be completely purged of all files and data will no longer be retrievable or available.

9. Web Filtering Technology
    a. All Internet access is filtered, monitored, and controlled. This includes detailed reporting on user activity, spyware/malware pattern recognition, and control over applications such as IM and P2P. All user traffic is fully logged and tracked according to defined Security Standards. Activity Logs are provided to department supervisors each month detailing traffic and usage.

10. System monitoring
    a. Monitoring of performance, health, and security of ***ETECH's*** network is performed by the use industry standard technology.
    b. The ***ETECH*** network team is responsible for securing the overall health of the network, checks logs and other counters, as well as watching for indicators of suspicious activity.
    c. ***ETECH's*** network equipment is configured for centralized logging and SNMP monitoring

This policy is considered a living document and will be adjusted as needed to address the expanding complexity of the organization. Document review will occur quarterly with updates by the Information Technology Department. Document changes will be communicated by Operational Advisory when necessary. Employees found to be in violation of this policy by either unintentionally or maliciously stealing, using or otherwise compromising corporate or personal data may be subject to disciplinary action up to and including Separation.

ELECTRONIC COMMUNICATION POLICY:

As a member of the ***ETECH*** team, it is important to understand the standards established by ***ETECH***. Every employee is accountable to these standards. T8he company has the right to discipline an employee at any time, at the Company's discretion.

Assigned personal passwords should not be shared in any circumstances. Passwords are to be changed regularly in order to maintain security. All pass codes are property of the company. Employees are not permitted to use a code, outside ***ETECH*** premises or access a file, or retrieve any stored communication unless authorized to do so and/or unless they have received prior clearance from an authorized company representative.
Listed below are examples of actions that will result in corrective action up to and including financial punishment & self-separation.

1. Internet and Hardware Usage:
    a. Internet usage and access are for company business only.
    b. Access to pornography or any obscene or objectionable material.
    c. All electronic and telephonic communication systems (including email, Internet, voice mail, etc.) and all communication and information transmitted by, received from, or stored in company systems are the property of ***ETECH*** and as such are to be used solely for job-related purposes.

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d. The use of any software and business equipment (including but not limited to facsimiles, copiers, computers, and copy machines) for private purposes is strictly forbidden
e. Using ***ETECH's*** resources (time/property) for personal gain.
f. Refusing to cooperate with a reasonable security investigation.

2. Password and Login Security
    a. Using another person's ID & password to access Internet or any unauthorized material or paths.
    b. Unauthorized break-ins or attempts to break in from within ***ETECH's*** premises or outside ***ETECH's*** premises into any of the:
        - ***ETECH's*** database/ computers / websites / links / tunnels / IT network.
        - Client database / computers / websites / links / tunnels / IT network
        - Third party database / computers / websites / links / tunnels / IT network.
    c. Using unauthorized codes, passwords or other means to gain access to data belonging to others.
    d. Sharing e-mail account passwords with another person, or attempting to obtain another person's e-mail account password. E-mail accounts are only to be used by the registered user who is responsible for e-mails sent from that address.

3. Email Usage:
    a. Using a personal email address for work use (i.e. copying self on personal Yahoo, Gmail account etc.) ***ETECH's*** information is proprietary and should be used for business purpose only.
    b. Sending threatening messages.
    c. Sending inappropriate messages (racially, sexually harassing, etc).
    d. Theft or copying of electronic files without permission of the owner.
    e. Sending or posting ***ETECH's*** confidential materials outside of ***ETECH***. Sending or posting ***ETECH's*** confidential materials inside of ***ETECH*** to non-authorized personnel.
    f. Sending chain letters through email.
    g. Using Internet or email during shift time or company time for non-productive and/or self-entertainment uses.
    h. Use of e-mail for illegal or unlawful purposes, including copyright infringement, obscenity, cursing, libel, slander, fraud, defamation. Plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses) and in any way that violates ***ETECH's*** policies, rules, or administrative orders.
    i. Viewing, copying, altering, or deletion of e-mail accounts or files belonging to ***ETECH*** or another individual without authorized permission.
    j. Sending of unreasonably large e-mail attachments. The total size of an individual email message sent (including attachment) should be 500 KB or less. If a zipped file exceeds the 500 KB is destined for an external source, then permission from the Director of Information Technology must be obtained.

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k. Opening e-mail attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.
l. Excessive personal uses of ***ETECH*** e-mail resources. ***ETECH*** allows limited personal use for communication with family and friends, independent learning, and public service so long as it does not interfere with staff productivity, preempt any business activity, or consume more than a trivial amount of resources. ***ETECH*** prohibits personal use of its email systems and services for unsolicited mass mailings, non ***ETECH*** commercial activity, political campaigning, dissemination of chain letters, and use by non-employees.

4. Social Media/Messengers
    a. Creating an ***ETECH*** account on any social networking community without direct approval from the Chief Operating Officer (including ***ETECH***, or any client/company's name)
    b. Creating groups on any Social Media or any messenger for discussions or forums related to ***ETECH*** business activities.

Any allegations/misuse should be promptly reported to the Center Director. If you receive an offensive e-mail, do not forward, delete, or reply to message. Instead, report it directly to the individual identified above.

ETECH shall have the right to search and review any files, e-mails, screenshots, websites, etc., maintained or accessed by the employee on any computer provided by ***ETECH*** for the employee's use. ***ETECH*** shall have complete access to any telephone records, cellular telephone logs or internet activity, or other information maintained on any ***ETECH*** provided cellular or landline telephone.
This is to assure that uses are appropriate. Sites visited and the length of time spent at each site will be monitored. As well, the Company reserves the right to review the contents of any email you send or receive.

Internet is a public network. No Company proprietary information will be transmitted via the Internet.
You should have no expectation of privacy while using Internet.
This is not exhaustive list but this is a sample of expectations from an employee. Further, one must understand that her/his employment may be separated for violation of any of the above expectations or any other policies and procedures followed by employees of ***ETECH***.

SOCIAL NETWORKING:

ETECH values its employees and welcomes them to list their employment information on their social networking profile. All other posts to ***ETECH's*** networking pages – within good taste and in line with this policy – are acceptable. Comments/posts that reflect negatively upon ***ETECH*** are strictly prohibited and will not be tolerated.

Account Activation/Separation

Usually accesses to ***ETECH's*** networking pages are directly controlled by an approved administrator (owner/employee of ***ETECH***). Each user of a social networking community is required to read and agree to the site's Terms of Service Agreement and in addition, every ***ETECH*** employee is required to

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sign a copy of this Acceptable Use Policy prior to completing employee training. It is the responsibility of the employee to protect the confidentiality of their account and password information.

Under no circumstance does anyone other than the Chief Operating Officer have the approval to create an account for ***ETECH*** on any social networking community unless approved by the Chief Operating Officer. At any time, ***ETECH*** reserves the right to remove any person within ***ETECH***'s network

of friends/fans on any networking site. ***ETECH*** is under no obligation to store or forward the contents of an individual's posts after removal from their network.

Appropriate Use

Employees of ***ETECH*** are encouraged to use networking to further the goals and objectives of ***ETECH***. The types of activities that are encouraged include:

- Communicating with fellow employees, potential employees, business partners of ***ETECH***, and clients within the context of an individual's assigned responsibilities.
- Posting photographs of company sponsored events, ***ETECH*** employees on the job, company representation within the community, and employee rewards ceremonies and events.
- Contributing to the overall goals and objectives of the company through social media venues by representing ***ETECH*** in a positive manner.
- Identity of ***ETECH*** Clients/Campaigns should not be revealed by any means.

Inappropriate Use

ETECH's networking pages along with pages that are not directly related to ***ETECH*** but mention the company are not to be used for purposes that could be reasonably expected to reflect on the company in a negative way. Networking use on any ***ETECH*** networking page must comply with all applicable laws.

The following activities are deemed inappropriate uses of ***ETECH*** systems and services are prohibited. This is also applicable once employee leaves ETECH:

- Use of social networking for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses) whether it be directly on ***ETECH's*** networking page or on the employee's page.
- Use of ***ETECH*** resources (time/property) for personal gain.
- Sending or posting ***ETECH*** confidential material including referencing any clients, using client's name, or partners without obtaining their express permission (positive or negative).
- Posting threatening messages or inappropriate messages (racially, sexually harassing, etc) directly onto ***ETECH's*** networking site.
- Posting pornography, obscene, objectionable or otherwise illegal material onto ***ETECH's*** networking site.

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- Creating an ***ETECH*** account on any social networking community without direct approval from the Chief Operating Officer.

Monitoring and Confidentiality

ETECH has the right to monitor its networking sites. If ***ETECH*** discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, records may be retrieved and used to document the activity in accordance with due process.

All users of the networking communities should use extreme caution when communicating information. They should keep in mind that any and all information could become public or permanent information on the World Wide Web. A good rule is to not communicate anything that the sender wouldn't feel comfortable being made public.

Reporting Misuse

Any allegations of misuse should be promptly reported to the Vice President of Compliance and Operational Excellence. If you view material/information that is a direct violation of this policy or any Company policy, do not forward, delete, or reply to the message. Instead, report it directly to the individual identified above.

Disclaimer

ETECH assumes no liability for direct and/or indirect damages arising from the user's use of the networking pages. Users are solely responsible for the content they disseminate. ***ETECH*** is not responsible for any third-party claim, demand, or damage arising out of use ***ETECH's*** social networking pages.

Failure to Comply

Violations of this policy will be treated like other allegations of wrongdoing at ***ETECH***. Allegations of misconduct will be adjudicated according to established procedures. Sanctions for inappropriate use on ***ETECH's*** social networking pages or direct ties thereof include, but are not limited to, one or more of the following:

1. Temporary or permanent revocation of access to ***ETECH's*** networking pages.
2. Disciplinary action according to applicable ***ETECH*** policies; up to and including Separation.
3. Legal action according to applicable laws and contractual agreements.

<u>*ETECH* SOCIAL MEDIA MANAGEMENT GUIDELINES:</u>

ETECH has a presence on several social media outlets because we believe communication should be timely and at the fingertips of our clients, community and our employees. ***ETECH*** encourages our employees to participate and join in the many online conversations that take place every day regarding the optimistic status of our company. We choose to be a part of many online communities to inspire positive change and information.

We respect the rights of our employees to use blogs and other social media tools as a form of self-expression, but also as a means to further the company's business. It is important our employees

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understand possible implications of engaging in online conversations that reference many aspects of the company, as well as knowing when the company might be held responsible for their behavior. Our expectations for personal and professional/official use of social media are set forth below. We expect our employees to use sound judgment, common sense, adhere to the Company's Character Commitments, and follow the same company policies in the offline world as they would while working on-site/off-site for the company.

ETECH promotes healthy communication with our readers and therefore expects proper copyright and reference laws to be observed when posting online. Dishonorable content such as racial, political, ethnic, sexual, religious, and all forms of disability slurs will not be tolerated. Employees are not allowed to disclose content pertaining to financial, sensitive, non-public information, operational and legal in nature, as well as information pertaining to clients and customers. The company values the rights of its bloggers and reserves the right to edit, amend or delete any misleading, inaccurate content in posts that may be a violation of our Code of Conduct.

Company & Employee Guideline

The company makes certain commitments to our employees, community, and our clients. These commitments also occur for social media platforms. We expect the same commitments from our clients, and our employees.

- Be transparent in every social media engagement. Disclose your affiliation and identify your role with the company.
- Be truthful in every social media engagement. Be accurate and factual with the information you are sharing.
- Protect our customer's privacy in compliance with applicable privacy policies, IT security policies, and laws, rules, and regulations.
- Protect copyrights, trademarks, rights of publicity, and other third-party rights.
- Be responsible with the use of technology. The company will not knowingly align our Company with any organizations or websites that use excessive tracking software, adware, malware or spyware.
- The company will monitor behavior, establish appropriate protocols for establishing our social media presence, and keep appropriate records of our participation as dictated by law and/or industry best practices.
- Remember you are speaking for yourself, but your actions represent ***ETECH***. If you do work outside of ***ETECH***, write a disclaimer indicating your "other" work does not represent that of the opinions or strategies of the company.
- Your posts may have global significance. How you answer an online question might be accurate in some parts of the world, but inaccurate (or even illegal) in others. Keep that "world view" in mind when you are participating in online conversations.
- Remember the Internet is permanent.
- Refrain from responding to negative criticism, be polite and courteous at all times.

Reviewing content

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Reviewing and approving content applies to any social media content written on behalf of ***ETECH*** by people outside the company, whether the site is on or off www.***ETECH***gs.com. We do not endorse or take responsibility for content posted by third parties, a.k.a. user-generated content (UGC). This includes text input and uploaded files, including video, images, audio, executables, and documents. While we strongly encourage user participation, there are some guidelines we ask third parties to follow to keep it safe for everyone.

- Content: Make it clear that the views expressed are yours
- Post-moderation: When a site requires the user to register before posting, user name and email entry does not validate the person, to ensure more security, we require moderation of all UGC posts. The designated moderator scans all posts to be sure they adhere to ***ETECH***'s guidelines.
- Community moderation (a.k.a. reactive moderation): For established, healthy communities, group moderation by regular users can work well. This will sometimes be allowed to take the place of post-moderation–but it must be applied for and approved.
- The "house rules": Whether content is post-moderated or community moderated, we use this rule of thumb: the Good, the Bad, but not the Ugly. If the content is positive or negative and in context to the conversation, then it can be approved, regardless of whether it's favorable or unfavorable to ***ETECH***. But if the content is ugly, offensive, denigrating, and/or completely out of context, then we ask our moderators and communities to reject the content.
- Your identity: On social networks where you identify yourself as an employee of ***ETECH***, be mindful the content posted will be visible to coworkers, customers and partners. Make sure the information posted is a professional reflection of your opinions and beliefs.

ETECH monitors social media, including the activities of our employees. If non-disclosed relationships, false, misleading statements are discovered, or if polices are not followed regarding social media or others used in our handbook, disciplinary action up to termination may be warranted.

Social Network	Username	URL
Etech Main Company Pages		
LinkedIn	@etechglobalservices	https://www.linkedin.com/company/etech-global-services/
Facebook	@etech	https://www.facebook.com/etechglobalservices
Instagram	@etechglobalservices	https://www.instagram.com/etechglobalservices/
YouTube	@Etechgs	https://www.youtube.com/Etechgs

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Twitter	@EtechGS	https://twitter.com/EtechGS

Etech Jobs Company Pages		
Facebook USA	@EtechUSAJobs	https://www.facebook.com/EtechUSAJobs
Facebook Jamaica	@EtechJamaicaJobs	https://www.facebook.com/EtechJamaicaJobs
Facebook India	@EtechIndiaJobs	https://www.facebook.com/EtechIndiaJobs

Etech Services/ Solution Company Pages		
Facebook	@etechtechnologysolutions	https://www.facebook.com/etechtechnologysolutions
LinkedIn	@etechtechnologysolutions	https://www.linkedin.com/company/etech-technology-solutions

SOCIAL MEDIA, PHOTOGRAPH, & PUBLICITY:

You are providing Etech Global Service and accredited partnering firms, permission to use my name, likeness, image, voice, and/or appearance as such may be embodied in any pictures, photos, video recordings, quotes, audiotapes, digital images, and the like, taken or made on behalf of Etech. I agree that Etech has complete ownership of such images for media, etc., including the entire copyright, and may use them for any purpose consistent with Etech's missions. these uses include, but are not limited to illustrations, bulletins, exhibitions, videotapes, reprints, reproductions, publications, social media, advertisements, and any promotional or educational materials in any medium now known or later developed, including the Internet. I acknowledge that I will not receive any compensation, etc for the use of such pictures or social media posting channels.
You have read the foregoing and I fully understand the contents of this release. You give your consent for Etech Global Services to use my name and likeness.

In case your do not want to give your consent, please sign the declined Social Media, Photograph,& Publicity Release form and It is your responsibility to inform your supervisor or person taking pictures of event or requesting information that I have declined to have my name shared in any social media/photograph/video, etc. purposes.

CONFIDENTIALITY AGREEMENT:

Users of ***ETECH*** information resources shall sign, as a condition for employment, an appropriate confidentiality agreement. The agreement shall include the following statement, or a paraphrase of it:
I understand that any unauthorized use or disclosure of information residing on the Practice information resource systems may result in disciplinary action consistent with the policies and

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procedures of federal, state, and local agencies. This document is acknowledged with your signature on the employee acknowledgement form.

Confidentiality agreements shall be reviewed when there are changes to contracts or other terms of employment, particularly when contracts are ending or employees are leaving an organization.

DO NOT CALL REGISTRY

The DO NOT CALL registry was created in 2003 to offer consumers a choice regarding telemarketing calls. The FTC's decision to create the National Do Not Call Registry was the culmination of a comprehensive, three-year review of the Telemarketing Sales Rule, as well as the FTC's extensive experience enforcing the Rule in the previous seven years.

The National Do Not Call Registry applies to any plan, program, or campaign to sell goods or services through interstate phone calls. This includes telemarketers who solicit consumers, often on behalf of third party sellers. It also includes sellers who provide, offer to provide, or arrange to provide goods or services to consumers in exchange for payment. The National Do Not Call Registry does not limit calls by political organizations, charities, or telephone surveyors. ETECH's employees must acknowledge if a customer asks to be placed on the Do Not Call Registry; the employee may not call, even if there is an established business relationship.

RECORDED CALLS POLICY

As the amount of customers utilizing the telephone for communication and transactions with businesses increases, there is a need to provide not only a favorable experience, but also meet performance and regulatory compliance for each call. To achieve compliance and improve performance, both call recording and call monitoring are taking on a growing importance in the market and especially the contact center, such as ***ETECH***.

Call recording also provides the ability to monitor calls for agent performance improvement and training. Using recorded call information, call center managers can have an inside ear on how agents are interacting with callers, without having to be on the actual call. The recordings can also help pinpoint where failed calls went wrong and can be used as an example for training agents to better handle various situations. Whether an inbound or outbound operation, providing telesales or customer support and verifying what is communicated over the phone is critical.

CLEAN DESK POLICY:

1. **Purpose**
   This document was created to improve an employee's awareness regarding the protection of sensitive information and the security and confidentiality of all data processed. This policy ensures that all sensitive and confidential information on paper or electronic storage media (disks, tape, CDs, SDs, "thumb drives", etc.) is properly secured and protected from unauthorized view and reduces the risk of unauthorized access, loss, and damage to information during and outside of normal business hours or when offices or systems are left unattended.

2. **Scope**
   This policy applies to all Etech employees and affiliates.

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3. **Policy**

Etech's clean desk policy requires the following:

3.1.1 Employees are required to ensure that all sensitive/confidential information in hardcopy or electronic form is secure in their work area at the end of the day and when they are expected to be gone for an extended period.
3.1.2 Computer workstations must be locked when the workspace is unoccupied.
3.1.3 Computer workstations must be shut completely down at the end of the work day.
3.1.4 Any restricted or sensitive information must be removed from the desk and locked in a drawer when the desk is unoccupied.
3.1.5 File cabinets containing restricted or sensitive information must be kept closed and locked when not in use or when not attended.
3.1.6 Keys used for access to restricted or sensitive information must not be left at an unattended desk.
3.1.7 Laptops must be either locked with a locking cable or locked away in a drawer.
3.1.8 Passwords may not be left on sticky notes posted on or under a computer, nor may they be left written down in an accessible location.
3.1.9 Printouts containing restricted or sensitive information should be immediately removed from the printer. If available, documents containing restricted or secure information should be printed out via secure printing with a PIN.
3.1.10 Upon disposal, restricted or sensitive documents should be shredded in the official shredder bins or placed in the lock confidential disposal bins.
3.1.11 Whiteboards containing restricted or sensitive information should be erased.
3.1.12 Portable computing devices such as laptops and/or tablets must be locked away when no in use.
3.1.13 Treat mass storage devices such as CDROM, DVD, or USB drives as sensitive and secure them in a locked drawer.
3.1.14 For any and all employees who deal with private and/or sensitive information of any kind (i.e. user id's, account numbers, confidential customer information, etc.), posting, writing down, or making this information visible to other parties outside of business need-to-know is strictly prohibited.
3.1.15 Employee private information and/or prospective employee information must not be left out on desks or other work areas unattended.
3.1.16 All printers and fax machines should be cleared of printed papers as soon as printing has completed; this helps ensure that sensitive documents are not left in printer trays for the wrong person to pick up.

Designated SWS (Secure Workspace)

Some programs and areas may be designated as a "Secure Workspace (SWS)" or a "Secure Working Environment". These areas will have specific security requirements that must be adhered to. Due to the confidential nature of the information that may be handled in these areas, the following items are strictly prohibited unless otherwise specified and approved by security:

- Purses
- Briefcases/laptop/computer cases/tablets
- Any bags that can conceal paperwork

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- Paper
- Pencils/pens
- Cameras
- Mobile Devices (Cell Phones, Tablets, Laptops, etc.)
- Any electronic or written means with which to record information
- Jump drives, thumb drives, or any type of external storage device which can download and/or store information

4. Policy Compliance

Compliance Measurement
The Security team will verify compliance to this policy through various methods, including but no limited to, periodic walk-thru, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

Exceptions
Any exception to the policy must be approved by the Security team in advance through a deviation request form.

Non-Compliance
An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

General Requirements
Some campaigns may not be considered paperless, however; all employees are responsible for the following:

- Maintaining a neat work environment during business hours.
- Non-essential items should be stored away when not in use.
- Refraining from cluttering the work area with Post-It® or other notes displaying sensitive information such as user ID's, passwords, account numbers, etc.

Benefits of clean desk policy:

- **Improve cleanliness of the company:** When desks are clean and all areas of the company are free from paper and clutter, the office looks clean and efficient. Employees feel more comfortable in a well-organized environment and guests will have a good impression of the company.
- **Improve protection of confidentiality & private data**: Information should remain confidential and needs to be protected from unauthorized access by internal or external parties. The application of a clean desk policy reduces this risk compared to an environment without such a policy and all kinds of materials on the tables.
- **Improve our productivity:** We strongly believe that a clear desk will increase productivity because less time is spent searching for items. It also helps employees focus and keep a clear mind.

FAMILY RELATIONSHIP IN THE WORKPLACE:

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ETECH permits the employment of qualified family members, significant others and/or similar personal relationship of employees if such employment does not create a conflict of interest.
In accordance with ETECH's employment policies, the basic criteria for employee selection or promotion shall be appropriate qualifications in terms of education, experience, training and performance, consistent with ETECH's needs. Relationships by family, marriage, domestic partnership and/or similar personal relationship shall constitute neither an advantage nor a disadvantage to selection, promotion, salary, or other conditions of employment. The principles of merit, equity and fairness apply, therefore; ETECH will exercise sound business judgment in the placement of relatives, domestic partners, significant others and/or similar personal relationship in accordance with the following guidelines:

- No person shall be employed by, transferred to or promoted into a department or area where a direct supervisory relationship would exist between family members, domestic partners, significant others and/or similar personal relationship.
- Employees should neither initiate nor participate, directly, in employment actions (initial employment or appointment, retention, promotions, salary, work assignments, leave of absence, etc.) involving family members, domestic partners, significant others and/or similar personal relationships.
- If two employees become family members, domestic partners, significant others and/or a similar personal relationship, both may retain their positions, provided one is not under the direct supervision of the other. It is the responsibility of the supervisor to advise Human Resources if such a relationship exists. If one is under direct supervision of the other, a management plan must be formulated to address the supervisory relationship.

"Family" for the purpose of this policy, is defined as all relatives, such as, but not limited to the following: spouses, relatives by marriage, children (including step-children and foster children), parents, step-parents, grandparents, grandchildren, in-laws, siblings (including step-brothers and step-sisters), cousins, nieces, nephews, aunts and uncles. This definition is not to be construed to exclude the possibility of questions of favoritism arising with regard to other family members, or other close personal or external business relationships.

SOCIAL MEDIA POLICY AND EXPECTATIONS:

POSTING CONFIDENTIAL INFORMATION & EXPECTATIONS

Employees must protect ETECH's trade secrets and private, confidential and proprietary information. This policy is applicable only to the social media usage regarding and/or referencing ETECH. Employees should not represent ETECH in a false or misleading way. Employees must remain in their area of expertise regarding posts/publications/discussion threads. Employees may not initiate or maintain an ETECH blog, or initiate social network discussion groups with the appearance of being endorsed by ETECH without approval from the executive team. When utilizing social media as an ETECH professional, please comply with the below guidelines.

DEFINING EMPLOYEE CODE OF CONDUCT FOR SOCIAL MEDIA COMMUNICATIONS

- Honesty or dishonesty can be quickly noticed in the social media environment. Represent ETECH ethically and with integrity. When making an endorsement or recommendation about ETECH's products/technologies, please disclose employment with ETECH.

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- If an employee does not have an "ETECH" handle, then use "#IAmETECH" in the postings. Using a disclaimer in a bio or profile is not enough per the FTC (Federal Trade Commission).
- If an employee is discontinuing employment with ETECH, please remember to update personal employment information on social media sites.
- Keep in mind that what you write is your responsibility. Always follow the terms and conditions for any third-party site in which you participate.
- Be polite and courteous, even if you disagree. Name calling, profanity, fighting words, discriminatory epithets, sexual harassment, bullying, gruesome language or the like, will not be tolerated.
- Refrain from engaging in heated discussions and use good judgment when expressing opinions that may pose a potential conflict. Do not post angry comments or attack individuals engaging in the discussion.
- Refrain from discussing specifics about work-related matters—situations, names of people or any other information that would allow someone to identify people, technical details etc., and to reiterate, never discuss confidential information related to ETECH.

WORK FROM HOME:

The needs of our business are such that you are currently being allowed to work offsite or work from home. Many factors may be considered when allowing an employee to participate in this arrangement, including tenure, knowledge of the campaign, statistics, technical capabilities, attitude, and schedule adherence. The continuing ability to meet expectations of ETECH and the client are also critical factors.

Business decisions may also be based on individual and team performance among other things. Sometimes, specific work from home programs are ended. There is no guarantee of a specific duration for any work from home program provided by the Company. Therefore this acknowledges that, based on business need, anyone working offsite may be requested to return to the office in lieu of working from home.

The employee shall not, at any time either directly or indirectly disclose or disseminate to any person, firm or company any information of any kind concerning any matters affecting or relating to the company.

The employee undertakes not to disclose any information and or knowledge gained by him/her during employment in the company to any person, firm or company and or to any individual or to any other body or entity. So also, any procedure, process, system or other improvements developed by the employee during the period of his service shall become the property of the company.

IT Director's approval is must to carry company owned laptop at home to work from home. Please contact HR in case of any confusion to follow the process. Work from home facility is subject to approval from Director/HR Head and on signing the WFH acknowledgement and expectation.

Employees would not be eligible for Transportation allowance for the days they have approved Work from Home.

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DATA RETENTION & DESTRUCTION POLICY FOR HUMAN RESOURCES:

The Human Resources Department retains and destroys personnel records in accordance with government guidelines and corporate policies on Business Records Retention governing records retention. The following outlines the Human Resources Department's operating procedures for personnel records retention and destruction of documents when such retention periods have passed.

Human Resources will maintain employee record information and government compliance reports. Both are subject to the retention requirements and destruction policies which follow.

Employee information records are maintained in segregated personnel files as noted:

1) Pre-employment information
2) Provident Fund Records
3) Gratuity Records
4) Employee State Insurance Records
5) General employees' personnel records.

Government compliance reports are maintained in reverse chronological sequence and filed independent of employee information.

All personnel records and confidential employee data maintained by Human Resources will be destroyed by shredding after retention dates have passed. Application materials submitted by applicants for employment who were never employed are also to be shredded.

The following set forth the periods of retention for Human Resources of terminated employee and applicant records and compliance reports:

Pre-employment Records

Resumes/applications and related employment materials including interview records/notes for applicants not hired: 1 years

Background checks, drug test results, company employment verifications, letters of reference, and related documents for applicants not hired: 1 years

For employees: Seven years after date of termination.

Employee Records to keep permanently:

- Terminated employee Offer letter, Appointment letter, Promotion letter, Resignation letter, Termination letter, govt. compliance documents: Keep permanently.
- Compensation, job history: seven years after termination.
- Timekeeping (Biometric) records: 3 months after termination
- Performance appraisal/disciplinary action records: seven years after termination. Benefit records: seven years after termination.

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- Disputed issues (Resolved issues, cases in labor court, civil court, criminal court, ICC committee), employee safety records: seven years after termination.
- Workers' Compensation claims: seven years from the date of termination.

CELL PHONE POLICY:

This policy applies to all employees of Etech

Cell phone usage in work place Cause security issues and employee can get distracted from their work. Below points must be followed when the employee works from office premise:

- Keep cellphone in silent mode/ switched off all the time – (Vibrate mode not allowed)
- Use of cellphone in Etech premises is prohibited.
- Carrying cellphone on the floor is prohibited.
- HR/Admin leaders/AL and above leaders are allowed to carry cell phone. Usage must be related to work. Usage of cell phone is allowed only in their cubical / cabin
- SWS floor leaders are not allowed to carry cell phone. Only OL/AL and above leaders can keep cell phone with Security guard outside SWS area and can use it only for client communication or emergency purpose. Personal use is strictly prohibited.
- Use cellphone during breaks outside Etech premises or in Cafeteria While moving out of the premise ensure that you punch out your card and punch in while entering.

In case you are allowing your colleague to keep his cellphone in your locker or if you are keeping your cellphone in your colleagues' locker you both will be responsible for the handling of the phones and Etech will not take responsibility of any damage or privacy breach

Etech will not provide any new lockers just for cellphones purpose. If locker is not available, cellphone can be kept with security guard. Etech will not take responsibility of any damage.

Our company retains the right to monitor employees for inappropriate use of their cell phone within company premises. If an employee's phone usage causes a decline in productivity or interferes with our operations, we'll ban that employee from using their cell phones.

Employees may face severe disciplinary action up to and including termination, in cases when they:

- Cause a security breach.
- Violate our confidentiality policy.

CONFLICT OF INTEREST POLICY:

A conflict of interest work arises when a situation that benefits an employee also affects your company. And employees are bound through your company's code of conduct to act in the interests of their employer and not for their own personal gain.

It's best for employees not to enter into a situation where their actions might create a conflict, whether it's actual, potential, or perceived, without disclosing the information.

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I. Purpose.

The purpose of this policy is to protect the interests of Etech's business. In the regular course of business, employees of Etech may have the opportunity to advance their own personal interests with or against the interests of Etech business. Acting in such a manner is unacceptable and any party who acts outside of Etech's best interest may be subject to disciplinary action.

II. Definitions.

a. Employee – any person who is employed by Etech in a part or full-time capacity and in accordance with the labour laws of Gujarat.
b. Consultant – an individual, contractor, or other third-party that is in the position to act on behalf of Etech.
c. Financial Interest – The interest that any individual may have in the monetary transactions of Etech. In particular, any interest that could have a direct bearing on the financial gain/loss of the said individual.

III. Procedure.

a. Duty to disclose

Every employee/consultant of Etech is obligated to disclose any known or potential conflicts of interest as soon as they arise. Failure to do so could result in termination of employment.

Examples of conflict of Interest:

Examples of Conflicts of Interest At Work

1. Hiring an unqualified relative to provide services Etech needs
2. Starting a company that provides services similar to Etech
3. Failing to disclose that you're related to a job candidate Etech is considering hiring
4. Making arrangements to work for a vendor or client at a future date while continuing to do business with them
5. Posting to social media about Etech's weaknesses
6. Offering paid services on your time off to a company customer or supplier
7. Working part-time at a company that sells a competing product or service as Etech
8. Accepting payment from another company for information about Etech
9. Sharing confidential information about Etech with a competitor
10. Dating or having a romantic relationship with a supervisor or subordinate
11. Making a purchase or business choice to boost a business that you have a stake in
12. Accepting a favor or a gift from a vendor / client above the amount specified as acceptable by Etech
13. Owning part of a business that sells goods or services to Etech
14. Reporting to a supervisor who is also a close friend or family member
15. Doing business or work for a competitor
16. Accepting consulting fees and providing advice to another company for personal gain
17. Taking advantage of confidential information learned on the job for your own benefit
18. Cashing in on a business opportunity that Etech might have pursued

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b. Investigating potential conflicts

When a possible conflict of interest arises, HR will collect all of the pertinent information and may question any concerned parties. If HR determines that a conflict exists, steps will be taken to address the conflict. If no conflict exists, the inquiry may be documented but no further action will be taken.

c. Addressing conflicts of interest

When an actual conflict of interest is found, any transactions that may have been affected will be reviewed retroactively. Affected parties both within and outside of Etech, including Executives, employees, and contractors will be notified. An investigation will also be conducted by HR to determine the extent of the conflict and the intentions of the parties involved.

d. Disciplinary action

As all conflicts of interest will be reviewed on a case-by-case basis, a review may result in disciplinary action. HR has full discretion to deem what disciplinary action is both fitting and necessary, including suspension and/or termination of employment.

USE OF PREFERRED NAMES POLICY:

In order to meet the compliance requirement as set forth governing the business operations of Etech which performs telemarketing or telecommunications operations, it is necessary that a record be kept of the names of those individuals who are representing the company for which they are employed. For official employment records, the employee's legal name will be used.

However, we keep each employee's preferred name for use with customers. The preferred name may be the same or different than one's legal first name and last name. While the company will do its best to use the preferred name when possible, this will vary depending on the circumstances and the legal name may be used interchangeably especially because it appears on most reports and official documents. As an employee, it is important that when dealing with customers day to day you consistently use the preferred name listed and not change back and forth between names. The preferred/alternate name must be considered appropriate and is subject to the final discretion of T&D/Operations. Despite registering a preferred name, an employee's legal name rather than the preferred will be used on legal records for payroll and employment purposes. **T&D Leader/Operations leader will finalize the preferred telephone/chat name to be registered by the company**. Only approved preferred names may be used.

EMPLOYED BY ETECH ACKNOWLEDGEMENT:

I acknowledge that I am employed by Etech and not by any specific client of Etech's regardless of the campaign on which I work. I may be assigned to different programs throughout my employment and will need to follow procedures specific to each but my employer is Etech

SECURITY AWARENESS:

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Basic security awareness was covered during Orientation. It is important that I follow all security training, policies and procedures. My actions and decisions are an important part of Etech's cybersecurity defense. Any security concerns should be reported to Security@etechgs.com or to the Security contacts listed on **TMWEB INDIA**.

RELEASE OF INFORMATION:

Due client legal/regulatory compliance requirements, Etech may be required to release your personal information for this purpose. However, Etech will limit the release of information to only what is required to meet the legal/regulatory requirements. Etech will treat this information with a high level of confidentiality and use acceptable safeguards to protect this information

OUTSIDE EMPLOYMENT AND CONFLICT OF INTEREST POLICY:

Purpose:

The purpose of this policy is to establish clear guidelines regarding outside employment and consulting activities for employees of Etech. This policy aims to prevent conflicts of interest, protect the company's proprietary information, and ensure that employees' external engagements do not interfere with their responsibilities and performance within the company. This policy applies to all employees of Etech, including full-time, part-time, temporary, and contract employees, regardless of their position or department.

Definitions:

- **Outside Employment**: Any paid or unpaid work performed outside of Etech, including consulting, freelance work, part-time jobs, board memberships, or volunteer positions.
- **Conflict of Interest**: A situation where an employee's personal interests, relationships, or activities interfere with their ability to act in the best interests of Etech.

Employees of Etech are prohibited from engaging in outside employment or consulting activities that could create a conflict of interest, compromise their performance, or negatively impact the company's reputation and business interests. All outside employment must be disclosed and approved in advance by the employee's supervisor and the Human Resources (HR) department.

Employees must not engage in any outside employment or consulting that:

- Competes directly or indirectly with Etech business.
- Utilizes or discloses Etech proprietary or confidential information.
- Requires the employee to work during Etech's working hours or significantly impacts their availability.
- Creates a financial or personal interest that could influence their decision-making or performance at Etech.

Disclosure and Approval Process:

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1. Disclosure:
    - Employees must disclose any intention to engage in outside employment or consulting by completing the Outside Employment Disclosure Form available through the HR department.
    - Disclosures must be made at least 2 weeks/months in advance of commencing the outside activity.
    - New hire must disclose on the day of joining or before if he/she is engaged with any other employment, consulting, freelancing or voluntary work.
2. Review:
    - The employee's supervisor, in consultation with HR, will review the disclosure to assess potential conflicts of interest.
    - Factors considered include the nature of the outside work, its impact on the employee's performance, and any competitive implications for Etech.
3. Approval:
    - Approval is granted based on the review. Conditions or restrictions may be applied to mitigate any identified conflicts.
    - Approval must be obtained in writing before the employee begins the outside activity.
4. Ongoing Compliance:
    - Employees must inform HR and their supervisor of any changes to their outside employment status.
    - Failure to disclose or comply with this policy may result in disciplinary action, up to and including termination of employment.
    - Employees who violate this policy may be held liable for any damages or losses incurred by the company as a result of their actions.
    - This includes, but is not limited to, costs associated with data breaches, loss of business and reputational damage.
5. Data Security and Confidentiality:
    - Employees are responsible for safeguarding company data and information.
    - Unauthorized access, use, disclosure, or dissemination of confidential information is strictly prohibited.
    - Any misuse of company resources, such as hardware, software, and network infrastructure, for personal gain or unauthorized activities, is prohibited and will result into serious actions up to termination.

Exceptions to this policy may be granted under specific circumstances, such as:

- Volunteer work that does not interfere with job performance or create a conflict of interest.
- Academic pursuits related to the employee's role that enhance their performance at Etech.

All exceptions must be documented and approved by HR and the employee's supervisor.

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- **Employees**: Must adhere to this policy by disclosing all outside employment and obtaining necessary approvals before engaging in any outside activities.
- **Supervisors**: Must review and evaluate disclosure forms, ensuring that any potential conflicts are identified and addressed appropriately.
- **Human Resources**: Responsible for maintaining records of disclosures, providing guidance on policy interpretation, and ensuring consistent application across the organization.

Failure to comply with this policy may result in:

- Revocation of outside employment privileges.
- Disciplinary action, up to and including termination of employment.
- Legal action if the outside employment results in a breach of contract or misuse of proprietary information.

This policy will be reviewed annually by the HR department and may be amended as necessary to ensure its effectiveness and alignment with company objectives and legal requirements.

All employees must acknowledge that they have read, understood, and agree to comply with this policy by signing the Employee

HANDBOOK SUMMARY:

This handbook summarizes the ***ETECH*** personnel policies, practices, and benefits. The wording in the stated policy and the provisions of specific plans are the governing documentation of any interpretations draw from this handbook. ***ETECH*** policy is stated in this manual and other company documents. ***ETECH*** employees have access to these manuals for reference through their immediate leaders, Human Resource Manager, or Employee Web. At ***ETECH***, we feel by meeting your needs for personal growth and security and by contributing to the teamwork atmosphere, we can also do a better job of serving our clients and the public.

Date of change	Handbook Revision History - 2025
1-Apr-25	Character commitment definitions amended - Page 5
1-Apr-25	Group Mediclaim: Removed the sentence "During Notice period, Mediclaim benefit will not be available to the employee and his/her family members (spouse and up to 2 children)." - Page 8
1-Apr-25	Provident Fund Program: Removed sentence "It is a mandate to complete the KYC by uploading the Aadhar card, Pan Card and Bank details by the TM." and added "Mandate from EPFO: To complete the KYC by uploading the Aadhar Card, Pan Card and Bank details by the employee. To complete e-nomination by logging in to EPFO portal. To complete UAN activation by logging in to EPFO portal. Kindly reach out to HR team to know and understand more. - Page 9

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1-Apr-25	Under Internal Job Posting, para added "Please note that all interested applicants should apply for IJP (Internal Job Posting) Online in the application tool. It simplifies the IJP process, making it seamless and efficient for employees to explore new opportunities within Etech. It's a user-friendly interface, where employees can log in to TM web India and access the module for available open positions, submit applications, and track their status – all in one place. User manual with detailed steps to apply online is available under Etech Job Opportunities in TM Web India." - Page 18
1-Apr-25	Para of Employee Career Opportunity form deleted - Page 17
1-Apr-25	Under Internal Job Posting, "Key Points to Ponder" amended. Under point 1, sentence added "approves their candidature online in the tool which is further reviewed by HR department." Point 3 added "3. We encourage all applicants who are keen to apply for any leadership role, to complete Aspiring Leadership Program and EPath Training Programs". Point 4,5 and 6 added "4.While nominating for Aspiring Leadership Program, Employee is given an option to nominate to Epath Programs. Reach out to your supervisor or HR for more information. 5. It is mandatory for all potential employees who were selected for Leadership role to participate in New Leader Assimilation Program as part of their roadmap. 6. Next step, would be to apply for Coaching Tactics Program and get certified as Remarkable Coach. For more updates reach out to LDE team. - Page 18
1-Apr-25	Under Internal Job posting, sentence deleted "Employee needs to complete Aspiring Leader program to be eligible to apply for a Leadership IJP. Please reach out to Human Resource Manage for more details." - Page 18
1-Apr-25	Changed heading from "Employee Teams" To "Employee Engagement Teams" - Page 19
1-Apr-25	Under Gratuity, sentence added "• Incase of an unfortunate death, employee's nominee would be entitled for gratuity irrespective of the tenure." - Page 20
1-Apr-25	Under Other Benefits, added B. ATTENDANCE BONUS: Attendance Bonus is applicable campaign wise or business need. Kindly refer the Handbook Addendum of your respective center which is available on TM Web India. - Page 20
1-Apr-25	Restructured Transport Policy, Travelling policy for business need, and self-driving policy under one heading "Employee transport facility" - Page 20
1-Apr-25	Sentence added under Cab facility, Responsibilities "Any personal use of company transport will be subject to disciplinary action including and up to separation from the organization." - Page 21

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1-Apr-25	Under Cab facility, sentence amended "Picking up Employees from a pre-defined pick-up point as per the route approved and within the defined radius of the city. Please note that Transport team are solely responsible to define the territory within the city where cabs can be made available for pickup and drop." - Page 21
1-Apr-25	Under Cab facility, Responsibility, sentence amended "d) Employees are not allowed to change the route while commuting. Routes are decided based on the home address submitted to HR and available in company records." - Page 21
1-Apr-25	Name changed from "Travelling allowance" to "Travelling allowance for business need" – Page 23
1-Apr-25	Under Travelling allowance for business needs, department name changed from "Admin" to "HR" - Page 23
1-Apr-25	Under Travelling allowance for business needs, Two wheeler reimbursement increased from Rs. 3 to Rs. 5 per km Page 23
1-Apr-25	Under Travelling allowance for business needs, laundry expense increased from Rs. 40 per night to Rs. 100 per night. - Page 24
1-Apr-25	Under Travelling allowance for business need, para added ". Transport Application- To enhance our employee transportation experience, we have a dedicated transport application designed to streamline the transportation process. This aims to provide hassle free, efficient, and transparent commuting system for employees. • Reduces manual coordination – Automate rosters, tracking and scheduling • Transparency – Employees can track their rides in real-time • Improve Reliability – Ensures optimized routes and timely pick-ups and drops. • Boost Safety – Features like SOS alerts and driver details for added security. • Live Tracking – Gives real time updates on vehicle location and arrival time. • Feedback & Support – Report issues and share feedback/rating directly through application. - Page 23
1-Apr-25	Under Canteen Subsidy, Meal card para added "Meal Card It is a prepaid card issued by employers to employees for meal-related expenses, allowing them to purchase food and non-alcoholic beverages at participating restaurants, cafes, and grocery stores. Employees can avail tax benefit under Section 80 C." - Page 27
1-Apr-25	"Incentives" name changed to "Incentives as applicable". Removed Eligibility sentences "Retirement & Representative who retire from Etech will be paid any incentive earned prior to the retirement." - Page 28
1-Apr-25	Sentence added under Incentives as applicable under Ineligibility "Separations due to discharge on grounds of ethics or policy violation (Forfeit incentive) - Page 27

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1-Apr-25	Loyalty Matrix heading changed to Loyalty Bonus - Page 28
1-Apr-25	Added Corporate National Pension scheme details under other Benefits. "Etech is provides an additional benefit option to save Income tax with future security- National Pension Scheme, an investment cum pension plan launched by the Indian Government. Who can avail this Benefit: Team members who have exhausted the maximum limit of commonly used deductions such as those under sections 80C, section 80D etc., then the National Pension System (NPS) can help them save tax without any monetary limit (subject to a few conditions). Please note, Individuals investing in NPS can claim tax benefit under three sections of the Income-tax Act, namely: (i) Section 80CCD (1) - which comes under the overall umbrella of Section 80C with maximum investment limit of Rs 1.5 lakh in a financial year; (ii) 80CCD (1b) - additional deduction for maximum of Rs 50,000 which is over and above Section 80C; and (iii) 80CCD (2) - employer's contribution to an employee's Tier-I NPS account, maximum contribution up to 10 per cent of employee's salary is allowed in a financial year. How section 80CCD (2) helps you save tax under corporate NPS Section 80CCD(2) can help you save more tax even after the maximum tax breaks under (i) and (ii) have been availed. Current income tax laws allow an individual a deduction on the employer's contribution to the NPS account for maximum of 10 per cent of the employee's salary (salary here means basic allowance). However, there is no limit on the amount that an employer can contribute to an employee's NPS account. For instance, if your annual basic salary is Rs 10 lakh, and if your employer contributes Rs 1 lakh in your NPS Tier-I account, then you can claim maximum deduction of 10 percent of your basic salary, i.e., (10 per cent of Rs 10 lakh) Rs 1 lakh. Kindly get in touch with HR or Finance department for more information." Page 29
1-Apr-25	Under Payroll Deduction, sentence added “In case the employee is under notice period, it will be employee’s responsibility to provide investment proof before last working day in order to avoid TDS deduction.” – Page 31
1-Apr-25	Under Payroll, employee definitions, sentence removed "Ramp up: The two to four week period at the beginning of the campaign, where there is no history available to establish an objective of the campaign." - Page 29
1-Apr-25	Under Etech Professional Dress code policy, sentence added "2.3. Employee should exhibit good daily hygiene and grooming habits." – Page 38
1-Apr-25	Under Etech Professional Dress code policy, QA word replaced with Analyst I & II - Page 38

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1-Apr-25	Under Etech Professional Dress code policy, defining the leadership, sentence removed "An employee in a leadership position managing others." sentence amended as "1. All employees in the Support departments (HR, Talent Acquisition, T&D, Finance, Global Development, Program Implementation) 3.2. All roles from Intern and above for Operations, Etech Insights, IT, Security, Software Development, WFM, Data Analytics." and removed other department names - Page 38
1-Apr-25	Removed the word "Khakis, Kurtis, formal belt for women" from professional attire. Page 38
1-Apr-25	Added the word "Sports shoes" under professional attire - Page 38
1-Apr-25	Under Dress code policy, under Don'ts, sentence added "• Skirts/Dress above Knee Length. Slits in skirts or dresses must also not extend beyond 4 inches above the knee." - Page 38
1-Apr-25	Under Dress code policy, under Don'ts, sentence added "• sheer/see through clothing that exposes undergarments or mid-section of one's body exposed undergarments. Additionally, a) If leggings/yoga pants are worn as pants, a top that covers the hips and bottom MUST be worn. Leggings/yoga pants are defined as ANY form fitting stretch pants. Examples include sweats, exercise leggings, tights, etc. b) If leggings/tights are worn under a skirt or dress, the skirt or dress must be no shorter than 4 inches above the knee. c) Undergarments should not show through the leggings or tights." – Page 39
1-Apr-25	Removed the sentence "Sleeveless not allowed" under Don'ts under Dress code policy. - Page 39
1-Apr-25	Removed the sentence "

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1-Apr-25	Para added under Dress code "Special events Special event days may allow for exceptions to these rules, and the specifics will be announced if applicable. Communication Department directors will communicate with Human Resources leadership for special occasions exceptions. This can be done by sending an email. Gold plated name badge Many leadership/support positions are provided with an Etech gold name badge. The gold name badge should be worn on a daily basis unless you are specifically wearing Etech branded clothing. Direct your badge ordering request to your local human resource manager. Violations When a person's dress does not comply with the Etech guidelines, their supervisor will discuss the matter with the individual and send them home to change into clothing that meets the criteria of appropriate attire for leadership. If the behavior continues, the supervisor may initiate a written warning. These guidelines are not all inclusive but should assist people in determining appropriate dress for the Etech environment. Departments such as Facilities and Unique Boutique may have individualized dress codes for members of their staff, rather than the leadership/support dress code. Members of these departments should consult with their department head in order to determine the dress code applicable for the department. Page 39
1-Apr-25	Under Annual Salary review process Etech India, sentence modified as "• Performance Review, salary change, and promotion process will be attained by the 1st quarter of the year or discretion of the management." - **Page 43**

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1-Apr-25	Under Internal Postings, Para added for online Job application procedure. Internal Posting will be posted on TM Web India. Employees can apply from TM Web India, under Job opportunities tab. •The New Job Opportunities functionality allows employees to apply for newly added internal job applications. Upon clicking on the specific job posting, the employee will be redirected to the job description page. •Upon clicking on a newly added job, the employee will be redirected to the specific job description page. Here, all the relevant details will be available. •The employee can then click on the "Apply" button to proceed with applying for the specific role. •Upon clicking on the "Apply" button, the employee will be redirected to the Career Opportunity Form. •After completing all the required fields, select the "Submit IJP" button to send all the details •Upon submitting the form, an acknowledgment pop-up alert will be displayed. •Employees will be able to see their saved IJP by clicking on the In-progress Forms, and submitted IJP by clicking on the Submitted Form. •The Disqualification Pop Up will be displayed when any employee reapplies for IJP within six months of working in their current IJP role, as highlighted in the screen below •The Submitted Forms feature enables employees to view and review the progress of submitted the career form details. This functionality allows employees to keep an eyes on their overall progress on their IJP. Note: Ø Employees adhering to the clean desk policy, If you do not have permission to upload, then one must save your Internal Job Posting (IJP) details, please contact your Supervisor or HR to upload the files on your behalf Ø Employees having disciplinary action in past 6 months, will not be able to view the option to apply for the IJP. In case of any queries or encountered any issues while working on this platform, please drop an email to the following distro lists with appropriate screen: • ER Team: erteam@etechtexas.com • Software BA Team: Software.BA@etechtexas.com. Also, removed the physical process of Carrer opportunity form submission para. - 4 **Page 55**
1-Apr-25	Removed para of Reserved, Visitor, Handicapped parking from Handbook. It will go to GNR Handbook addendum. - Page 62
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